

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA) *Operation REPEAT*

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Gas Network Vulnerability & Carbon Monoxide Allowance (VCMA) Governance Document - Project Eligibility Criteria

Section 1 - Eligibility criteria for company specific projects (other than condemned essential gas appliance repair and replacement) In order to qualify as a VCMA project, a project must:	
VCMA Eligibility Criteria	Criteria Satisfied (Yes/No)
a) Have a positive, or forecasted positive Social Return on Investment (SROI), including for the gas consumers funding the VCMA project;	Yes
b) Either: i. Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or ii. Provide awareness on the dangers of CO, or iii. Reduce the risk of harm caused by CO;	Yes
c) Have defined outcomes and the associated actions to achieve these;	Yes
d) Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations; and	Yes
e) Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding.	Yes
Section 2 - Eligibility criteria for company specific essential gas appliance servicing, repair and replacement projects In order to qualify as a VCMA project, unsafe pipework and essential gas appliance servicing, repair or replacement must meet the following criteria:	
a) A GDN has to isolate and condemn unsafe pipework or an essential gas appliance following a supply interruption or as part of its emergency service role;	Not Applicable
b) The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	Not Applicable
c) Sufficient funding is not available from other sources (including national, devolved or local government funding) to fund the unsafe pipework or essential gas appliance servicing, repair or replacement.	Not Applicable

Section 3 - Eligibility criteria for collaborative VCMA projects

In order to qualify as a collaborative VCMA project, a project must:

a) Meet the above company specific and boiler repair and replace (if applicable) project eligibility criteria;	Not Applicable
b) Have the potential to benefit consumers on the participating networks; and	Not Applicable
c) Involve two, or more, gas distribution companies.	Not Applicable

Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA) Governance Document - Project Registration Table 2

Information Required	Description
Project Title	Operation REPEAT
Funding GDN(s)	Cadent
Role of GDN(s) *For Collaborative VCMA Projects only	N/A
Date of PEA Submission	Updated June 2024
VCMA Project Contact Name, email and Number	Name: Phil Burrows Title: Head of Customer Vulnerability Social Programme Delivery Email: Phil.m.burrows@cadentgas.com Number: 07773 545451
Total Cost (£k)	<p>Cadent Costs: £73,162.00 Northamptonshire Police & Fire, Crime Commissioner Costs: £46,390.00 Total Project Cost: (£73,162.00 + £46,390.00) = £119,552.00</p> <p><u>Updated June 2024</u> Cadent Costs: £212,020.00 Northamptonshire Police & Fire, Crime Commissioner Costs: £35,336.00 Leaflets: £1,000 Total Project Cost: (£212,020.00 + 35,336 + £1,000) = £248,356.00</p> <p>Cadent Costs £ 286,182.00 Other Party Costs £ 81,726.00</p> <p>4% Project Management Costs: £11,447.28 (inc original project)</p> <p>Total costs £379,355.28 VCMA Costs £297,629.28</p>
Total VCMA Funding Required (£k)	<p>£73,162.00</p> <p><u>Updated June 2024</u> £213,020.00</p>

	<p><u>Updated Total VCMA Funding</u> £286,182.00 + £11,447.00 = £297,629.28</p>
Problem(s)	<p>Utility companies understand the importance of raising awareness around scams as it is a growing issue affecting people globally. Utility companies interact with customers on a daily basis, whether having a telephone conversation, communicating digitally or face to face when carrying out work in the community or in a customer's home. At Cadent we put our customers at the heart of everything we do. We are committed to doing the right thing and we work hard to ensure our customers and their loved one's safety.</p> <p>Scams affect the lives of millions of people across the UK on a daily basis. The National Trading Standards Scams Team estimates that the detriment to UK consumers as a result of these scams is between £5-10 billion a year.</p> <p>A scam is a deception, trick or persuasion done to make a person part with something, usually money. Scams come in many forms including fake emails (phishing), romance scams, winning a fictitious lottery or fake prize, selling of fake music venue tickets, or someone knocking on the doorstep pretending to be a professional tradesperson or utility employee.</p> <p>Anyone can be a target and scams affect the lives of millions of people across the UK every day.</p> <p>Historically, doorstep crime and scam prevention was aimed at the victims themselves, with the Police and other organisations using leaflets and meetings to pass advice onto older and vulnerable people. Unfortunately, leaflets are often discarded and those in need of the message may not have capacity to remember what they were told the previous day.</p> <p>Cadent and Anglian Water are co-founding members of Utilities Against Scams (UAS), an initiative supported by the National Trading Standards Scams Team, which helps colleagues and customers to spot and prevent scams. Both Cadent and Anglian Water are proactive in partnering with scam awareness and prevention organisations to support safeguarding customers.</p> <p>Over the past 2 years throughout the Lincolnshire area, Cadent and Anglian Water have partnered with the organisation Operation REPEAT to specifically tackle this issue as well as providing further awareness about the importance of being on the Priority Services Register*. It is now the ideal time to extend this successful initiative across a wider area as well as looking to include additional awareness on the dangers of carbon monoxide, and actions people can take around energy efficiency to reduce household running costs.</p> <p>The principal aim of Operation REPEAT is to allow key messages to vulnerable clients to be continually reinforced on a daily or weekly basis by Health and Social Care sector staff.</p> <p>By utilising the existing community workforce to deliver this advice, there is an increased awareness of scam crimes within the community and a more targeted approach at prevention.</p>

	<p><u>Updated June 2024</u></p> <p>After the initial project, there is still a need to raise awareness around scams and fraud as this remains a growing issue affecting people globally. Utility companies interact with customers daily, whether having a telephone conversation, communicating digitally, or face to face when carrying out work in the community or a customer's home.</p> <p>Scams affect the lives of millions of people across the UK daily, with some 45% of reported crimes not being attributed to fraud and scams, a figure expected to grow as criminals become more sophisticated. The National Trading Standards Scams Team estimated that the detriment to UK consumers because of these scams is between £5 and 10 billion a year.</p> <p>With the vast increase in emerging technologies, more fall vulnerable or victims of fraud and scams. Due to emerging technologies, data has become more accessible to criminals who utilize this information, making it more difficult for victims to distinguish between credible and fraudulent messages/emails.</p> <p>Scams affect the lives of millions of people across the UK every day. By extending the project Operation REPEAT can continue to reinforce key messages to vulnerable clients on a daily or weekly basis by Health and Social Care sector staff.</p>
<p>Scope and Objectives</p> <p>* See Evidence section for outcomes</p>	<p>The project will deliver a series of face-to-face scam awareness training sessions across East of England and East Midlands Networks, namely Northamptonshire, Leicestershire and the wider East of England area. The sessions will be delivered via the Operation REPEAT tried and tested Health and Social Care sector engagement approach.</p> <p>In addition, Operation REPEAT will provide attendees with awareness on the Priority Services Register (PSR), the dangers of carbon monoxide and how to protect against them, and energy efficiency advice to support reducing household running costs.</p> <p><u>Objectives</u></p> <p>The key objectives of the project are as follows:</p> <ol style="list-style-type: none"> 1. 90% of scams awareness conversations will lead to reduce the likelihood of vulnerable households being scammed. 2. 90% of people supported will receive a meaningful conversation about the PSR. 3. 100% of PSR conversations will include raising awareness of the importance of having an alternative contact added to the PSR. 4. 75% of those people supported will have increased awareness of support available to them, including how to reduce energy bills, energy safeguarding services and CO safety. <p>In addition, the following outcomes are expected as a result of people receiving awareness conversations:</p>

5. Reduction in those saying they have sleepless nights or difficulty sleeping as a result of worry.
6. Reduction in those suffering from anxiety.

Delivery Approach

The project will be delivered across East of England and East Midlands Cadent networks over a total 24-month period. The method of delivery will be for Operation REPEAT to provide scams and utility safeguarding awareness to community Health & Social Care representatives who in turn will provide the same awareness content directly to the households their organisations support. Each session will include:

1. Awareness and prevention of scams (e.g. criminal traders, bogus officials, mail scams, email scams, telephone scams)
2. Awareness of the Priority Services Register, what it is, its values and how to sign up.
3. Awareness of the risks of carbon monoxide and how to protect households against these.
4. Awareness on energy efficiency in support in the reduction of household running costs.

Northamptonshire Project

The project will run for 24 months comprising of 24 x 3hr sessions across the Northamptonshire area. Year 1 will be funded by the Northants Police, Fire and Crime Commissioner with Year 2 being funded by Cadent and Anglian Water.

It will continue on from the successful previous 12-month presentations (funded by Northamptonshire Police, Fire and Crime Commissioner) targeting Health & Social Care sector but encompassing larger housing organisations and their access to tenants across their scheme ownership.

The awareness sessions will be a face-to-face delivery with emphasis on Cadent/Anglian Water priorities within the prevention content of the presentation. This will be replicated in year 2 of this particular project, which Cadent and Anglian Water will fund.

Awareness will be delivered by the same Operation REPEAT team at each session to ensure consistent messages are presented to those present. The importance of *REPEAT*ing these messages forms part of the delivery strategy. A Police fraud officer will input at each session to keep project current and delivering to national guidance advice. This also ensures our partnership with police remains a strong bond.

The direct reach is estimated at 12000 households.
The indirect reach is estimated at 48000 households.

East of England Project

The project will run for 12 months comprising of 12 x 3hr sessions across the East of England area. The project will be funded by Cadent and Anglian Water.

Engagement will be made within these counties to see where support/take-up is most beneficial with a view to expanding to a full-blown project within that area.

It will continue on from the successful presentations targeting Health & Social Care sector but encompassing larger housing organisations and their access to tenants across their scheme ownership.

The message will be face to face delivery with emphasis on CADENT/Anglian Water priorities within the prevention content of the presentation.

Training will be delivered by the same Operation REPEAT team at each session to ensure consistent messages are presented to those present.

The team will work up Police/Trading Standards contacts within each area visited to ensure full support from official organisations. Operation REPEAT have strong contacts that will enable this to be completed.

The direct reach is estimated at 6000 households.

The indirect reach is estimated at 24000 households.

Leicester City, Leicestershire, and Rutland Project

The project will run for 12 months comprising of 12 x 3hr sessions across the Leicester City, Leicestershire and Rutland areas. 50% of the project will be funded by the Leicester Police, Fire and Crime Commissioner with the remaining 50% being funded by Cadent and Anglian Water.

The project will continue on from the successful presentations targeting Health & Social Care sector but encompassing larger housing organisations and their access to tenants across their scheme ownership.

The awareness will be face-to-face delivery with emphasis on Cadent/Anglian Water priorities within the prevention content of the presentation.

Training will be delivered by the same Operation REPEAT team at each session to ensure consistent messages are presented to those present.

The team will work with local Police/Trading Standards contacts that are already in place and eager to forward this project within their area. This project would run under similar branding/partnership as that within the Northamptonshire scheme but also incorporate Cadent and Anglian Water partnership branding.

The direct reach is estimated at 6000 households.

The indirect reach is estimated at 24000 households.

Reach (Direct and Indirect)

The project will support an estimated 120,000 households, which breaks down as 24,000 from direct contact and a further 96,000 from indirect contact (delivered by Operation REPEAT partner media channels).

	Direct Reach	Indirect Reach
Northamptonshire	12000	48000
East of England	6000	24000

Leicestershire	6000	24000
Total	24000	96000
Total Combined Reach	120000	

Project Costs

The project will be jointly funded by Cadent, Anglian Water, Northants Police, Fire and Crime Commissioner, and Leicester Police, Fire and Crime Commissioner. The funding split is as follows:

		Project			
		Northamptonshire	East of England	Leicestershire	Totals
Project Related Costs	Consultancy fees (Operation REPEAT)	£ 26,400	£ 13,200	£ 13,200	£ 52,800
	Travel/Subsistence	£ 10,800	£ 5,400	£ 5,400	£ 21,600
	Hall hire	£ 3,000	£ 1,500	£ 1,500	£ 6,000
	Equipment	£ 1,080	£ 540	£ 540	£ 2,160
	Stationary/printing	£ 13,182	£ 1,280	£ 1,280	£ 15,742
	Admin related	£ 3,940	£ 1,970	£ 3,080	£ 8,990
	SROI	£ 783	£ 783	£ 783	£ 2,350
	Cadent Resource	£ 4,955	£ 2,478	£ 2,478	£ 9,910
Total		£ 64,140	£ 27,151	£ 28,261	£ 119,552

Funding	Cadent	£ 35,250	£ 22,151	£ 15,761	£ 73,162	61%
	Anglian Water	£ 5,000	£ 5,000	£ -	£ 10,000	8%
	Northants PCC	£ 23,890	£ -	£ -	£ 23,890	20%
	Leicestershire PCC	£ -	£ -	£ 12,500	£ 12,500	10%

Updated July 2024

Delivering a series of face-to-face scam and doorstep crime awareness training sessions across the entire Cadent network area the Operation REPEAT team will use their tried and tested Health and Social Care sector engagement approach.

In addition, Operation REPEAT will provide attendees with awareness on the Priority Services Register, the dangers of carbon monoxide, and energy efficiency advice to support reducing household running costs.

Objectives

The key objectives of the project are as follows:

- 210,000 clients supported with fraud awareness conversations reducing the likelihood of vulnerable households becoming victims of fraud.
- 210,000 clients will have an awareness of the Priority Services Register.
- All PSR conversations will include raising awareness of the importance of having an alternative contact added to the PSR.
- 157,500 clients will receive advice on Carbon Monoxide.
- 157,000 clients will receive advice on Energy Efficiency measures to support in the reduction of household running costs.

- 157,500 clients will have an increased awareness of support available to them including how to reduce energy bills and energy safeguarding services.

Delivery Approach

The project will be delivered across the entire Cadent network area over 20 months. The method of delivery will be for Operation REPEAT to provide scams/fraud and utility safeguarding awareness to community Health & Social Care representatives who in turn will provide the same awareness content directly to the households their organisations support.

Each session will include:

- Awareness and prevention of scams/fraud (e.g. criminal traders, bogus officials, mail scams, internet scams, telephone scams).
- Awareness of the Priority Services Register, what it is, its values, and how to sign up.
- Awareness of the risks of carbon monoxide and how to protect households against these.
- Awareness on energy efficiency in support in the reduction of household running costs.

Cadent Area Project

The project will run for 20 months comprising of 60 x 3hr sessions across the whole Cadent area. The project will be funded by Cadent.

Engagement will be made in all regions to see where support/take-up is most beneficial with a view to expanding to a full-blown project within that area.

It will continue from the successful presentations targeting the Health & Social Care sector but encompassing larger housing organisations and their access to tenants across their scheme ownership.

The message will be face-to-face delivery with emphasis on Cadent priorities within the prevention content of the presentation.

Training will be delivered by the same Operation REPEAT team at each session to ensure consistent messages are presented to those present.

The team will work up Police/Trading Standards contacts within each area visited to ensure full support from official organisations. Operation REPEAT already has strong national contacts that will enable this to be completed.

The direct reach is estimated at 30,000 households.

The indirect reach is estimated at 120,000 households.

Northamptonshire Project

The project will run for 20 months comprising of 24 x 3hr sessions across the Northamptonshire area. Year 1 will be funded by Cadent with Year 2 being funded by Northants Police, Fire and Crime Commissioner (PFCC).

It will continue from the successful previous 24-month presentations jointly funded by Cadent and Northamptonshire's PFCC targeting the Health & Social Care sector and encompassing larger housing organisations and their access to tenants across their scheme ownership.

	<p>The message will be face-to-face delivery with emphasis on Cadent priorities within the prevention content of the presentation.</p> <p>Awareness will be delivered by the same Operation REPEAT team at each session to ensure consistent messages are presented to those present. The importance of REPEATing these messages forms part of the delivery strategy. A Police fraud officer will input at each session to keep the project current and deliver national guidance advice. This also ensures our partnership with the police remains a strong bond.</p> <p>The direct reach is estimated at 12,000 households. The indirect reach is estimated at 48,000 households.</p> <p><u>Total Project Reach and Indirect Reach</u> The project will support an estimated 210,000 households, which breaks down to 42,000 from direct contact and a further 168,000 from indirect contact (delivered by Operation REPEAT partner media channels).</p>					
Why the Project is Being Funded Through the VCMA	<p>The partnership will focus on identifying and supporting households in vulnerable situations that are at a high risk of being targeted by scammers. The aim is to ensure communities are provided with information about popular and new scams, how to identify them and what action to take if targeted.</p> <p>The project provides an opportunity to extend the awareness of, the Priority Services Register, the dangers of carbon monoxide and preventative actions, and advice on how households can become more energy efficient and reduce expenditure as a result.</p> <p>The table below describes the services that will be promoted to increase awareness as part of this project, and how this links into the commitments Cadent have made for RIIO-2, as part of our Customer Vulnerability Strategy:</p> <table><tr><td>Energy Safeguarding Service to be promoted</td></tr><tr><td>Customer Safeguarding – scams awareness and action advice</td></tr><tr><td>PSR awareness including alternative contact options, safety, communication and accessibility services</td></tr><tr><td>Energy efficiency</td></tr><tr><td>CO Safety</td></tr></table> <p>The project will commence August / September 2022 and run for 24 months in its entirety.</p> <p><u>Updated 2024</u> We believe that the project meets all the Vulnerability and Carbon Monoxide Allowance eligibility criteria:</p> <p>a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project:</p> <p>The project delivers a positive forecasted social return on investment. This is based on achieving the target reach for income maximisation.</p>	Energy Safeguarding Service to be promoted	Customer Safeguarding – scams awareness and action advice	PSR awareness including alternative contact options, safety, communication and accessibility services	Energy efficiency	CO Safety
Energy Safeguarding Service to be promoted						
Customer Safeguarding – scams awareness and action advice						
PSR awareness including alternative contact options, safety, communication and accessibility services						
Energy efficiency						
CO Safety						

	<p>registrations to the PSR, and education on carbon monoxide. More information can be found in the relevant section below.</p> <p>b. Either:</p> <ol style="list-style-type: none"> I. Provide support to consumers in Vulnerable Situations and relate to energy safeguarding, or, II. Provide awareness of the dangers of CO, or, III. Reduce the risk of harm caused by CO. <p>The project delivers services that meet all three elements of this criteria. For example, the specialist advisors will help households maximise their income, enabling residents to afford the cost of heating their home to an adequate level. The project will also raise awareness of the dangers of CO and promote registration to the PSR.</p> <p>c. Have defined outcomes and the associated actions to achieve these: Cadent and Operation REPEAT have entered into a service agreement that will contain the project objective and actions. Further detail can also be found below.</p> <p>d. Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations, and,</p> <p>This method of delivering support to customers in vulnerable situations falls outside of Cadent's BAU activities and other licence conditions.</p> <p>e. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding,</p>
<p>Evidence of Stakeholder/Customer Support</p>	<p><u>Operation REPEAT Lincolnshire Pilot</u> Cadent, Anglian Water and Operation REPEAT formed a partnership during 2020/21 and embarked on a "scams awareness" initiative across the Lincolnshire area. The initiative also successfully delivered awareness of the Priority Service Register, its importance and value and how households can sign up.</p> <p>The programme has delivered the following:</p> <ul style="list-style-type: none"> • Awareness sessions: 5 delivered. • Direct Reach: Directly presented to 86 social care staff members who in turn personally delivered the message to 1600 households. • Indirect Reach: Through other coverage of the project within the various organisations newsletters and local media additional reach has been in excess of 10,000 households. <p>As at June 2022 the Lincolnshire project is still in progress with a further 7 awareness sessions planned, and it is projected that a further 95 social care staff members will be trained, in turn the additional household reach is estimated at ~1,770</p> <p><u>National Trading Standards</u> National Trading Standards estimate that on average for every scams awareness conversation that takes place there is a £59 scam avoidance saving per/person.</p>

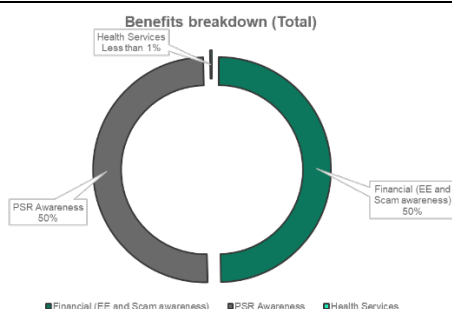
	<p>National Trading standards have also seen a 69% increase in scams being reported across the Lincolnshire area, this is as a result of a number of awareness campaigns that include initiatives such as Utilities Against Scams and Operation REPEAT.</p> <p><u>Updated 2024</u> DESNZ published a fuel poverty factsheet in 2023. This research found that 13% (3.17mn) of households in England were classified as fuel-poor last year, with rising energy moving 238,000 households into fuel poverty, and energy efficiency measures lifting 112,000 households out of fuel poverty between 2022 and 2023¹. Households where the household reference person is unemployed or in full-time education are almost three times more likely to be in fuel poverty than the national average.</p> <p>Fuel-poor, low-income, and deprived households can be more susceptible to falling victim to fraud and scams. This is due to a lack of awareness of the dangers of digital fraud/scams.</p>	
Outcomes, Associated Actions and Success Criteria	<p>We will measure success against a set of key indicators, using feedback forms and follow up interviews with a selection of participating individuals. Target indicators include:</p>	
	Outcome	Measure
	48 awareness sessions delivered.	Quarterly completion statistics against delivery schedule provided Operation REPEAT.
	24,000 direct reach achieved.	Quarterly tracking statistics provided Operation REPEAT – sourced from session attendees.
	96,000 indirect reach achieved.	Quarterly tracking statistics provided Operation REPEAT – sourced from session attendees in line with organisation media channel tracking (e.g. website hits, publication distribution reach).
	90% of scams awareness conversations will lead to reduce the likelihood of vulnerable households being scammed.	Quarterly tracking of scam impacts for those households who received awareness conversations.
	100% of people supported will receive a meaningful conversation about the PSR.	Quarterly tracking of people receiving PSR conversations by people who have been trained.
	100% of PSR conversations will include raising awareness of the importance of having an alternative contact added to the PSR.	Quarterly tracking of people receiving PSR conversations by people who have been trained.

¹ <https://www.gov.uk/government/statistics/fuel-poverty-factsheet-2024>

	75% of those people supported will have increased awareness of support available to them, including how to reduce energy bills, energy safeguarding services and CO safety.	Quarterly tracking of people receiving CO conversations by people who have been trained.
	Reduction in those saying they have sleepless nights or difficulty sleeping as a result of worry.	To be attained via structured feedback survey.
	Reduction in those suffering from anxiety.	To be attained via structured feedback survey.
	Monetary savings associated with scam training and awareness.	To be established using National Trading Standards savings baseline figure.
<u>Updated 2024</u>		
<u>Project outcomes & Associated Actions</u>		
	Outcome	Measure
	84 awareness sessions delivered.	Quarterly completion statistics against delivery schedule provided Operation REPEAT.
	42,000 direct reach achieved.	Quarterly tracking statistics provided Operation REPEAT – sourced from session attendees.
	168,000 indirect reach achieved.	Quarterly tracking statistics provided Operation REPEAT – sourced from session attendees in line with organisation media channel tracking (e.g. website hits, publication distribution reach).
	90% of scams awareness conversations will lead to reduce the likelihood of vulnerable households being scammed.	Quarterly tracking of scam impacts for those households who received awareness conversations.
	100% of people supported will receive a meaningful conversation about the PSR.	Quarterly tracking of people receiving PSR conversations by people who have been trained.
	100% of PSR conversations will include raising awareness of the importance of having an alternative contact added to the PSR.	Quarterly tracking of people receiving PSR conversations by people who have been trained.

	<table border="1"> <tr> <td data-bbox="442 241 1002 499">100% of those people supported will have increased awareness of support available to them, including how to reduce energy bills, energy safeguarding services, and CO safety.</td><td data-bbox="1002 241 1572 499">Quarterly tracking of people receiving CO conversations by people who have been trained.</td></tr> <tr> <td data-bbox="442 499 1002 613">Monetary savings associated with scam training and awareness.</td><td data-bbox="1002 499 1572 613">To be established using National Trading Standards savings baseline figure.</td></tr> </table> <p><u>Success Criteria</u> The project's success will be evaluated against meeting the objectives set out below.</p> <ul style="list-style-type: none"> • 210,000 (330,000) clients supported with fraud awareness conversations reducing the likelihood of vulnerable households becoming victims of fraud. • 210,000 (330,000) clients will have an awareness of the Priority Services Register. • All PSR conversations will include raising awareness of the importance of having an alternative contact added to the PSR. • 210,000 (330,000) clients will receive advice on Carbon Monoxide. • 210,000 (330,000) clients will receive advice on Energy Efficiency measures to support in the reduction of household running costs. • 210,000 (330,000) clients will have an increased awareness of support available to them including how to reduce energy bills and energy safeguarding services. 	100% of those people supported will have increased awareness of support available to them, including how to reduce energy bills, energy safeguarding services, and CO safety.	Quarterly tracking of people receiving CO conversations by people who have been trained.	Monetary savings associated with scam training and awareness.	To be established using National Trading Standards savings baseline figure.
100% of those people supported will have increased awareness of support available to them, including how to reduce energy bills, energy safeguarding services, and CO safety.	Quarterly tracking of people receiving CO conversations by people who have been trained.				
Monetary savings associated with scam training and awareness.	To be established using National Trading Standards savings baseline figure.				
Project Partners and Third Parties Involved	<p><u>Operation REPEAT – Primary</u> Operation REPEAT are experts in scam awareness and prevention programmes providing face-to-face training for Health and Social Care professionals who then in turn provide awareness to people they and their organisations care for.</p> <p>Operation REPEAT will be the primary provider of training and awareness for this project.</p> <p>https://www.oprepeat.co.uk/</p> <p><u>Anglian Water</u> Anglian Water is a water utility that operates in the East of England and will be funding a proportion of the project.</p> <p>Cadent and Anglian Water are co-founding members of Utilities Against Scams, an initiative supported by the National Trading Standards Scams Team, which helps colleagues and customers to spot and prevent scams. Both Cadent and Anglian Water are proactive in partnering with scam awareness and prevention organisation to support safeguarding customers.</p> <p>https://www.anglianwater.co.uk/</p> <p><u>Northamptonshire Police, Fire Crime Commissioner</u></p>				

	<p>The Northamptonshire Police, Fire and Crime Commissioner is the elected official charged with overseeing Northamptonshire Police and the Northamptonshire Fire and Rescue Service and ensuring both, the police and the fire service are operating efficiently and effectively within the county of Northamptonshire.</p> <p>The NPFCC will be funding a proportion of the Northamptonshire project</p> <p><u>Leicestershire Police, Fire and Crime Commissioner (LPFCC)</u> The Leicestershire Police, Fire and Crime Commissioner is the elected official charged with overseeing Leicestershire Police and the Leicestershire Fire and Rescue Service and ensuring both, the police and the fire service are operating efficiently and effectively within the county of Leicestershire.</p> <p>The LPFCC will be funding a proportion of the Leicestershire project</p> <p><u>SIA Partners</u> SIA Partners will provide an independent SROI assessment</p> <p><u>Updated June 2024</u> Cadent, Operation REPEAT, Northamptonshire Police, Fire Crime Commissioner and National Trading Standards.</p>
Potential for New Learning	<p>Cadent have made a commitment to have 2 million direct conversations to raise awareness of the PSR during the RII0-2 period. This project will not only contribute towards the 2 million, but will also increase awareness of other safeguarding areas, including how to reduce energy bills, energy and CO safety.</p> <p>Currently a minimal number of customers registered on the PSR have an additional contact listed, therefore we can use this opportunity to highlight the importance of a customer listing a family member, or friend as an additional contact.</p> <p><u>Updated 2024</u> The VCMA project will give further insight for Cadent to identify new scams and fraud faced by communities across Cadent's network, with findings shared across Cadent's VCMA programme.</p>
Scale of VCMA Project and SROI Calculations	<p>The assessment has been undertaken by SIA Partner and has returned a positive SROI.</p> <p>The average gross benefit (i.e. before costs) per person is £12.01. This includes:</p> <ul style="list-style-type: none"> • The financial benefits afforded to those who receive energy efficiency and scam awareness advice. • The health and safety benefits afforded to all those who receive CO awareness information. • The PSR benefits afforded to anyone who signs up to the PSR. <p>The Social Return on Investment results vary across the three regions due to the difference in Cadent's contribution to the costs in each region. The breakdown is provided in the table.</p>



	Northamp- tonshire	East of England	Leicester City	Total
Total cost	£62,744.32	£27,151.00	£28,216.00	£118,111.32
Total gross present value	£151,259.80	£107,895.32	£75,142.09	£334,297.20
NPV	£88,515.48	£80,744.32	£46,926.09	£216,185.89
SROI	£1.41	£2.97	£1.66	£1.83

SROI modelling performed over a 5-year time horizon

Project Eligibility Assessment:



[Cadent] Operation
Repeat v2.0.pdf

Updated 2024

Cadent will invest a further £213,020.00 in partnership with Operation REPEAT supporting 210,000 clients over 20 months.

For the full duration of the project including the original and extension of the project, Cadent will invest £297,629.00 supporting 330,000 clients over 44 months.

5-Year Gross Present Value = £258,564,337.00

1-Year Gross Present Value = £51,712,867.49

5-Year Social Return on Investment = £257,076,192.00

1-Year Social Return on Investment = £51,415,238.49

SROI Ratio: £1: £172.75

Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA) Governance Document - PEA Control Table

In order to ensure that a VCMA project is registered in accordance with the Ofgem VCMA governance document (incl. project eligibility assessment), the below table should be completed as part of the project registration process.	
Stage 1: Sustainability and Social Purpose Team PEA Peer Review	
Date Immediate Team Peer Review Completed: July 2024	Review Completed By: Kate Clarke
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 10/02/25	Review Completed By: Gemma Norton
Step 3: Head of Customer Vulnerability Social Programmes Sign-Off: Phil Burrows	
Head of Customer Vulnerability Social Programmes Sign-Off Date: 14/02/2025	
Step 4: Upload PEA Document to the Website & Notification Email Sent to Ofgem (vcma@ofgem.gov.uk)	
Date that PEA Document Uploaded to the Website: March 25	
Date that Notification Email Sent to Ofgem: March 25	