

GDN Collaborative Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

Shelter working together to prevent homelessness and to support people to thrive in their home environment

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November 2024

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) <ul style="list-style-type: none"> i. Have a positive, or forecasted positive Social Return on Investment (SROI), calculated in accordance with a model which the GDNs have developed and submitted to Ofgem including for the gas consumers funding the VCMA Project, and ii. have a positive, or a forecasted positive Net Present Value (NPV); 	Yes
b) Either: <ul style="list-style-type: none"> 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 the requirements in paragraph b;	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	
To qualify as a VCMA Project, essential gas appliance servicing must meet the following criteria:	
a) <ul style="list-style-type: none"> i. GDN has had to isolate and condemn an essential gas appliance following a supply interruption or as part of its emergency service role; or ii. a GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in the owner-occupied home of a customer in a Vulnerable Situation where an occupier of the property suffers from a permanent or temporary health condition that makes them more vulnerable to health risks associated with cold homes; or iii. a GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in a tenant-occupied home of a customer in a Vulnerable Situation where it is the tenant's responsibility to maintain the essential gas appliance, where an occupier of the property suffers from a permanent or temporary health condition that makes them more vulnerable to health risks associated with cold homes; and 	Yes
b) the household cannot afford to service the essential gas appliance, as assessed against the affordability criteria in the Energy Company Obligation (ECO4) Guidance: Delivery document; and	Yes
c) sufficient funding is not available from other sources (including a social or private landlord and national, devolved, or local government funding) to fund the essential gas appliance servicing.	Yes
Section 3 - Eligibility criteria for company specific essential gas appliance repair and replacement	
To qualify as a VCMA Project, unsafe pipework and essential gas appliance 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; and	N/A

b) the household cannot afford to repair or replace unsafe pipework or the essential gas appliance, as assessed against the affordability criteria in the Energy Company Obligation (ECO4) Guidance: Delivery document; and	N/A
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 repair or replacement.	N/A
Section 4 - Eligibility criteria for collaborative VCMA projects	
In order to qualify as a collaborative VCMA project, a project must:	
a) Meet the company specific project eligibility criteria set out in sections 1-3 above; and	N/A
b) Have the potential to benefit consumers on the participating networks; and	Yes
c) Involve two, or more, gas distribution companies.	Yes

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

Information Required	Description					
Project Title	Shelter working together to prevent homelessness and to support people to thrive in their home environment.					
Funding GDN(s)	Lead GDN: Wales & West Utilities Supporting GDN's: Cadent, NGN and SGN					
Role of GDN(s) *For Collaborative VCMA Projects only	As above					
Date of PEA Submission	November 2024					
VCMA Project Contact Name, email and Number	Sophie Shorney Sophie.Shorney@wwutilities.co.uk 07583 076147					
Total Cost (£k)	£1,121,711.55 Project start date – December 2024 (12 months)					
Total VCMA Funding Required (£k)		Cadent	Wales & West	NGN	SGN South	SGN Scotland
	Emergency Helpline	£75,605	£9988.87	£10,056.82	£14,490.65	£36,872.17
	Helpline Plus	£81,784.49	£3,836.09	£13,656.27	£13,272.71	£230.18
	Housing Rights Workers	£271,351.39	£77,528.97	£38,764.49	£38,764.49	£74,193.10
	Marketing	£18,000	£18,000	£18,000	£9,000	£9,000
	Content for Professionals	£56,405	£56,405	£56,405	£28,202.50	£28,202.50
	Overheads	£14,256	£14,256	£14,256	£7,128	£7,128
	Total	£517,402	£180,014.93	£151,138.58	£110,858.35	£162,297.69

<p>Problem(s)</p>	<p>Maslow’s hierarchy of needs states that for humans to thrive they must have access to basic life essentials: food, water, sleep, heat, and shelter. Without access to these vital elements, individuals are more likely to face illness, mental health issues and experience difficulties fulfilling their true potential. A home provides its inhabitants with these vital necessities. A fridge stocked with food, fresh water to drink from the tap, radiators to heat rooms and keep us warm, and a roof, to shelter us from all of life’s storms. A home is often something we take for granted, but without its four walls, and the safe and secure environment they provide, our lives would look very different. Because a home is everything.</p> <p>It’s the foundation upon which we build our lives, raise our families, laugh with friends, study, and learn. It’s this belief that sits at the core of everything Shelter does, because we believe everyone should have a place to call home and the chance to thrive.</p> <p>But unfortunately, millions of people, across the country today, are being denied the right to these vital life essentials, because they don’t have a safe and secure home.</p> <p>When most people think of homelessness, they think of rough sleepers, but this is just the tip of the iceberg. Thousands of people across the country are homeless, but they don’t sleep rough on our city streets. For these individuals and families, their experience of homelessness, is hidden as it happens behind closed doors.</p> <p>It’s the working mum living with her two children in temporary accommodation because she can’t afford to privately rent. It’s the man, recently divorced, unable to meet his mortgage payments and facing repossession with nowhere else to go. And it’s the family of four struggling to make ends meet as fuel prices continue to rise, forcing them to decide between paying their rent or heating their home.</p> <p>This is the true face of homelessness, and it is often underrepresented and misunderstood – just because you have a roof over your head, it doesn’t mean you aren’t experiencing homelessness. It’s scenarios like these that Shelter is faced with every day.</p> <p>Our research shows a family in England becomes homeless every 4 minutes and every 16 minutes in Scotland (<i>Shelter in house based on DLUHC Statutory Homelessness Figures England & Scotland.</i>) The number of households now living in temporary accommodation, such as council run hostels and B&Bs, has increased by 12% in the space of a year to a record high of 112,660 (<i>Shelter England</i> April 2024.) An already broken housing system filled with discriminatory practices, skyrocketing rents and minimal protection to tenants, has collided head-on with the cost-of-living crisis, forcing more families and individuals to tighten their purse- strings, cutting back on the essentials like food and fuel, in an attempt to keep a roof over their head.</p> <p>20% of private renters say they have cut back on heating their home in order to keep up with rent payments. Of the renters who are struggling or behind on their rent, 70% say an increase in the cost of heating and electricity has contributed to this (<i>Shelter/YouGov Cost of Living Tracker, March 2024 available on request</i>). When 1 in 3 renters spend at least half of their household income on rent and the average shortfall between income and outgoings is £1533 a year for the average family, it’s easy to see why so many are pushed to the brink of homelessness (<i>Shelter/YouGov Cost of Living Tracker, March, 2024 available</i></p>
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	<p><i>on request</i>). People simply do not have the financial resilience to cope with the prolonged impact of the cost-of-living crisis and the unstable UK housing sector.</p> <p>And whilst there are many schemes out there that offer support and advice to those families and individuals facing fuel poverty and other financial struggles, the majority of these choose to address the issues in isolation. They fail to identify the intrinsic link between those struggling to heat their homes, and those on the brink of, or already experiencing, homelessness. But at Shelter we understand this link.</p> <p>We understand the importance of providing vital housing and homelessness support, as well as specialist income and debt advice. Because an unaffordable home is not a secure, permanent home.</p> <p>We understand the need for up-to-date, expert digital advice on a range of issues, from damp and disrepair to the priority-services register. Because the sooner people can access advice, the less likely they are to reach crisis point. And we understand the importance of both a local and national presence, to ensure everyone can access our support and advice. Because homelessness doesn't discriminate when it comes to location.</p> <p>Together we will prevent more people falling into homelessness and support them to thrive in their home environment.</p>
<p>Scope and Objectives</p>	<p>Our partnership mission is clear: we will work together to prevent homelessness and to support people to thrive in their home environment. In collaboration with the 4 GDNs, Shelter will provide a package of support for vulnerable people either at risk of or already experiencing homelessness and the associated financial issues.</p> <p>We will work at both a national and local level to ensure that we tailor support to individuals' and families' specific needs, whilst also amplifying our reach so more people can access support, wherever and whoever they are.</p> <p>With the help of the Gas Distribution Networks, we will amplify and accelerate Shelter's vital work across England and Scotland, supporting those most impacted by or at risk of homelessness and the associated financial issues, such as fuel poverty, debt, and other arrears.</p> <p>Taking a holistic approach, we will deliver early interventions in communities across the country to help catch people before they fall into crisis, as well as providing emergency support to those already experiencing homelessness through our national helpline. And for those individuals and families, struggling with the ever-increasing cost of fuel, food, and rent, we will provide tailored 1-2-1 financial sessions and maximise the reach of our expert digital advice through a national marketing campaign.</p> <p>We have specifically designed the programme to include a combination of face-face and digital/telephone delivery to ensure our programme of support is accessible to everyone, regardless of their location.</p> <p>The programme is scalable. Meaning each GDN has delivery within their geographical area.</p>

We will achieve our mission through delivery of the programme outlined below:

- **12-month digital marketing campaign** designed to promote Shelter's vital housing and homelessness advice to people experiencing poor and unsafe conditions. This essential multi-channel campaign has a projected reach of 8,320,105 people (this figure represents the campaigns projected impressions.) Shelter's advice pages on the Priority Services Register and CO awareness will be promoted during the campaign to raise vital awareness of the support schemes and reach potential beneficiaries at scale, with a projected reach of 485,035. Campaigns are designed to raise awareness and upskill recipients on their legal rights, including what they should receive from their landlord or local authority. Recipients can then confidently challenge poor practise and hold individuals to account when they fail to meet their responsibilities.

- **Emergency support for callers to Shelter's Helplines** through funding the equivalent of 4 Helpline Adviser posts across England and Scotland. Our expert advisers provide emergency support to those at immediate risk of becoming homeless. This is the only national telephone service of its kind and is a vital lifeline for people with nowhere else to turn. Support provided includes:

- Homelessness applications to local authorities
- Eviction support
- Emergency accommodation arrangements
- Referrals to partner organisation for support with wider issues (*mental health, substance and alcohol misuse*)
- *Referrals to other Shelter services for continued support (Legal, Community support, income and debt advice)*

- **Targeted income and debt support, via our Helpline Plus service.** Shelter's Helpline Plus Advisers work with people facing housing-related income and debt problems. Until these finance issues are addressed and resolved, it is impossible for these individuals to improve their housing situation: Support provided includes:

- Debt reduction
- Tariff switching
- Access to unclaimed benefits
- Re-negotiating payment plans
- Signposting to other relevant organisations.

GDN will contribute to the delivery of this service by funding the equivalent of 3 posts.

- **Upskill all 20 Helpline Plus Advisers** to identify fuel poverty indicators by attending the National Energy Actions 'Identifying Vulnerable Customers' webinar.

- **Enrol 5 Helpline Plus Advisers on the National Energy Actions Fuel Debt Advice in the Community Level 2 course.** This will enable our team of Advisers to provide the highest quality and best practice advice on fuel debt. Learnings would be cascaded to other employees to ensure maximum reach.

- **Provide expert housing and debt advice in priority communities across England and Scotland via 13 Housing Rights Workers.** These 13 housing advisers will work directly with people at risk of homelessness within local communities across the country where rates of homelessness and unsafe housing are at the highest levels. Housing Rights Workers also contribute to

	<p>systemic change by taking learnings from their cases to local forums, e.g. the impact of rising costs, and shining a spotlight on people’s experiences.</p> <ul style="list-style-type: none"> • Support the wider housing sector to reach more vulnerable people by significantly upgrading the content that we provide to housing professionals and legal practitioners. We will develop 4-6 new products and practice guides that update, streamline and simplify the advice that we currently provide to other professionals within the housing sector. We project an uplift in the number of overall sessions by 25% as a direct result of GDN’s funding. Topics would include homelessness prevention, home safety, benefits entitlement, arrears management and defending evictions. Content will also signpost to energy efficiency advice online. <p>We have specifically designed this suite of activities to have the following wider benefits:</p> <ul style="list-style-type: none"> • We will prevent homelessness by channelling resource into services that prioritise early intervention. • We will improve client journeys by strengthening our digital advice offering. This will prevent people from contacting our Emergency Helpline when their queries could be resolved with digital advice. This will relieve capacity on the Emergency Helpline to support more people in the most urgent need. • Support people struggling with fuel poverty by providing specific advice to people in direct need at a national and local level. • Provide best practice and sector-leading advice to vulnerable people nationwide. • Signpost to other organisations.
<p>Why the Project is Being Funded Through the VCMA</p>	<p>This project operates across all the GDN networks and aligns to our collective GDN strategic ambition to support vulnerable customers most in need.</p> <p>It will provide support to consumers either at risk of or already experiencing homelessness to tackle the financial issues associated with it, including fuel poverty and debt; resulting in a positive Social Return on Investment.</p> <p>The project will provide a holistic suite of services where customers can access their dedicated emergency telephone support service as well as targeted support, which will address the financial issues of those facing housing-related income and debt issues. The Priority Services Register and dangers of CO will be signposted through a digital marketing awareness campaign, designed to promote vital housing and homelessness advice to those who need it most. The project will support local communities where rates of homelessness are at the highest levels, whilst supporting the wider housing sector by providing practice guides and advice to other professionals and organisations.</p> <p>The project will work collaboratively with expert agencies, such as National Energy Action, to maximise positive impacts and deliver defined outcomes for vulnerable individuals.</p> <p>In order to qualify as a VCMA Project, a project must:</p> <ol style="list-style-type: none"> a) have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA project b) either: 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; c) have defined outcomes and the associated actions to achieve these;

	<p>d) go above and beyond activities that are funded through other price control mechanism(s) or required through licence obligations; and 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>This project is being funded through VCMA as per the above guidelines</p>
<p>Evidence of Stakeholder/Customer Support</p>	<p>WWU Stakeholder Evidence</p> <p>Through our business planning for RIIO GD2, priority customer research and stakeholders told us that tackling fuel poverty was a priority for WWU alongside raising awareness of the PSR and the dangers of CO amongst hard-to-reach groups and those who are most in need.</p> <p>Through engagement with our Citizens Panel, customers demonstrated a comprehensive understanding of vulnerability, with a strong emphasis on the mentally or physically disabled and the elderly as their primary concern. The panel were in agreement that projects should continue to be delivered through partnership organisations who are experts in delivering support services, such as Shelter.</p> <p>Cadent Stakeholder support</p> <p>With regards to the customer/stakeholder engagement conducted by Cadent, an insights project was undertaken in May 2023 to support the future delivery of VCMA projects. The project was undertaken by experts from Savanta and consisted of stakeholder and customer interviews, as well as a national omnibus survey. The customer surveys found that tackling affordability and fuel poverty was top of mind. Every customer engaged as part of the project reported affordability as a concern, with many pointing to the mental and physical health impacts that they had directly experienced as a result of the cost of living/fuel crisis.</p> <p>Stakeholders were asked to comment on Cadent’s current and proposed funding allocation to each of the four VCMA pillars – 1) tackling affordability and fuel poverty, 2) carbon monoxide awareness, 3) going beyond to never leave a customer vulnerable without gas, and 4) identifying individual needs and joined up services.</p> <p>Stakeholders supported Cadent’s current split of its VCMA funding, with 45% of all allowances focussed on tackling affordability and fuel poverty. Stakeholders felt that because this is such a pressing issue, a larger proportion of Cadent’s funding should go towards this VCMA pillar. Stakeholders acknowledge that in ‘normal times’ they might also think differently but in the short term they consider tackling affordability and fuel poverty hugely important.</p> <p>NGN Stakeholder support</p> <p>Listening to the needs of our customer and stakeholders is essential to understanding how we can provide the right support, at the right time, and in the right way. Since 2019 we’ve held regular workshops with our stakeholders, on the subject of Customers in Vulnerable Situations (CIVS). This ensures that we are well informed to address the needs of customers across our network and through collaborative projects.</p>

	<p>Our most recent stakeholder engagement throughout 2023 has informed us that financial hardship is still a key area of focus, alongside the health impacts associated with, or exacerbated by, living in cold and damp homes. This is worse for people that do not have a fixed address and are homeless.</p> <p>Through research carried out commissioned by NGN, the findings below show that our 5 main categories have now evolved to 10 categories. These are:</p> <ol style="list-style-type: none"> 1. Physical challenges, inclusive of communication issues, physical space. 2. Mental wellbeing 3. Financial hardship 4. Temporary vulnerability 5. Socio Demographic 6. Household composition 7. Rural Vulnerability 8. Accessibility Including language 9. Medical Dependant on Energy 10. Cultural <p>For NGN to have the greatest impact on these 10 priority areas, we needed to develop projects, with partners, that align with the research. Our partners have extensive first-hand expertise in supporting these specific communities through grass root organisations.</p> <p>By working with our partners, we ensure priority vulnerability groups within our network can access support in the way that best works for them. Our partners deliver tailored and practical help to minimise energy costs, as well as support to access benefits, debt advise and go above and beyond their day-to-day role to help vulnerable customers.</p> <p>In establishing collaborative projects with national third-sector organisations and other GDN's, it allows us to widen our support to more customers that go beyond our geographical footprint. This research supports this project as it will reach customers NGN cannot reach as our engineers come into contact with customer within their own homes.</p> <p>SGNs Vulnerability Steering Group</p> <p>Our Vulnerability Steering Group has helped us shape our vulnerability strategy and our priorities for GD2. With their guidance we intend to prioritise key initiatives to support our most vulnerable customers. It is with guidance and support that SGN use data to prioritise and target communities most likely to be living in a cold and unhealthy home. More recently our strategic steering group re-iterated the vital impact we could have by co-ordinating our activities with others to support those most in need, those most impacted by the cost of living and energy cost crisis.</p>
<p>Outcomes, Associated Actions and Success Criteria</p>	<p>Over the 12-month partnership, Shelter teams will work to support 57,024 people at risk of or experiencing homelessness across the programme outlined above. 15,346 individuals will be supported with Shelter's frontline services, with a further projected 51,685 individuals accessing Shelter's advice pages on the Priority Services Register, CO awareness, and housing advice.</p> <p>A person does not need to be sleeping rough to be legally homeless and for hundreds of thousands of people this means living in Temporary housing provided by councils where individuals are still responsible to make rental, gas</p>

and electricity payments despite vulnerable circumstances (please see Appendix 0.1 Shelter Terminology Descriptor below for full details.)

We will monitor progress through regular reporting and record information on both the location and demographics of individuals supported. Case studies will also be provided to demonstrate the impact of GDN's support.

The following gives a projection on the number of people that will be supported or reached via this project to illustrate our impact together per GDN region. We will deliver these outcomes through the combination of activities outlined in our proposal which are summarised under "Actions" beneath the table.

Outcomes	Total	GDN split				
		Cadent	NGN	SGN Scotland	SGN South	WWU
Calls to Shelter England Helpline	2752	1888	251	3	362	248
Calls to Shelter Scotland Helpline	1191	0	0	1191	0	0
Community actions taken by Housing Rights Workers across England and Scotland	1067	658	94	94	33	188
Households claiming benefits supported	1670	800	106	506	153	105
People supported with a health issue or disability	1859	889	118	563	171	118
People supported who are already homeless though frontline services	1104	529	70	334	101	70
Households at immediate risk of losing their home supported through frontline services	833	399	53	252	76	53
Households supported with the goal of keeping their home	815	390	52	246	75	52
Estimated achieved impressions from the 12-month housing advice marketing campaign.	8,320,105	2080,026	2080,026	1040,013	1040,013	2080,026

	Estimated achieved impressions from 2 pieces of marketed content specifically on energy efficiency and CO awareness (referencing the Priority Services Register and CO dangers) *Please note this figure is also included in the above line forecast	485,035	121,259	121,258	121,259	60,629	60,629
	Internal referrals from our Emergency Helpline to Helpline Plus	182	86	12	55	17	12
	People supported struggling with costs	295	141	19	89	27	19
	People supported with their goal of finding accommodation	1456	697	93	440	134	92
	People supported with problems related to conditions or suitability.	911	435	58	276	84	58
	Households supported with the goal of improving housing conditions.	1119	535	71	339	103	71
	Increase in sessions overall to all relevant user journeys on our services marketing content within a year of publication.	25%					
	No of bespoke practice guides to support those facing housing insecurity.	4-6					

	<p>Actions</p> <ul style="list-style-type: none"> • A 12-month marketing campaign focused on vital housing advice. • The equivalent of 4 Emergency Helpline Advisers posts: 3 in England, 1 in Scotland. • The equivalent of 3 Helpline Plus Advisors in England. • The equivalent of 13 Housing Rights Workers posts in priority areas (11 in England & 2 in Scotland.) • Improved Content for Professional via 4-6 practice guides. • External staff training for 5 Helpline Plus staff. • External webinar attendance of 20 Helpline Plus staff. 								
<p>Project Partners and Third Parties Involved</p>	<p>Shelter, the national campaign for homeless people, will be the lead delivery partner.</p> <p>Wales & West Utilities (Lead GDN) in collaboration with, Cadent, SGN and Northern Gas Networks.</p>								
<p>Potential for New Learning</p>	<p>This project will help us to understand the specific challenges people at risk of or who are already facing homeless are dealing with, in relation to fuel poverty and debt. It also provides an opportunity for GDNs to further engage with this vulnerable group to understand how they are impacted by our business as usual (BAU) street works and mains replacement programme, allowing consideration to be given to making adaptations to our services.</p>								
<p>Scale of VCMA Project and SROI Calculations</p>	<p>Using the expected number of customers reached provided by Shelter and the outcomes provided, this project is expected to achieve the below Social Return on Investment (SROI):</p> <table border="1" data-bbox="424 1303 908 1630"> <tr> <td>Cost</td> <td>£1,121,711.55</td> </tr> <tr> <td>GPV</td> <td>£49,161,013.18</td> </tr> <tr> <td>NPV</td> <td>£48,039,301.63</td> </tr> <tr> <td>SROI</td> <td>£42.83</td> </tr> </table>	Cost	£1,121,711.55	GPV	£49,161,013.18	NPV	£48,039,301.63	SROI	£42.83
Cost	£1,121,711.55								
GPV	£49,161,013.18								
NPV	£48,039,301.63								
SROI	£42.83								
<p>VCMA Project Start and End Date</p>	<p>1 year project Start date: December 2024 End date: December 2025</p>								
<p>Geographical Area</p>	<p>The project will take place across the GDN's combined network in England and Scotland within the following regions:</p>								

	<table border="1"> <thead> <tr> <th data-bbox="392 192 671 280">GDN</th> <th data-bbox="678 192 948 280">Shelter Hub location</th> </tr> </thead> <tbody> <tr> <td data-bbox="392 288 671 434">SGN</td> <td data-bbox="678 288 948 434">Aberdeen Dundee Glasgow Edinburgh Bournemouth</td> </tr> <tr> <td data-bbox="392 443 671 521">Northern Gas Network</td> <td data-bbox="678 443 948 521">Newcastle</td> </tr> <tr> <td data-bbox="392 530 671 736">Cadent</td> <td data-bbox="678 530 948 736">Blackburn Manchester Liverpool Sheffield Birmingham Norwich London</td> </tr> <tr> <td data-bbox="392 745 671 824">Wales & West Utilities</td> <td data-bbox="678 745 948 824">Bristol Plymouth</td> </tr> </tbody> </table> <p data-bbox="392 898 1422 1025">These locations are intentionally aligned to Shelter’s 15 Community Hub locations to maximise impact of potential funding as these have been identified as areas most at risk of homelessness and in most priority need in Shelter’s strategy.</p> <p data-bbox="392 1032 1394 1122">Our Helpline, Helpline Plus and Marketing services are delivered remotely or from our offices in England and Scotland and have a national reach. Our Helpline Plus service is only delivered in England.</p>	GDN	Shelter Hub location	SGN	Aberdeen Dundee Glasgow Edinburgh Bournemouth	Northern Gas Network	Newcastle	Cadent	Blackburn Manchester Liverpool Sheffield Birmingham Norwich London	Wales & West Utilities	Bristol Plymouth
GDN	Shelter Hub location										
SGN	Aberdeen Dundee Glasgow Edinburgh Bournemouth										
Northern Gas Network	Newcastle										
Cadent	Blackburn Manchester Liverpool Sheffield Birmingham Norwich London										
Wales & West Utilities	Bristol Plymouth										
<p data-bbox="108 1155 336 1294">Internal governance and project management evidence</p>	<p data-bbox="392 1155 1417 1223">Shelter’s project proposal has been reviewed through various industry working groups including:</p> <ul data-bbox="440 1263 1062 1330" style="list-style-type: none"> - GDN Vulnerability Working Group (monthly) - VCMA Steering Group <p data-bbox="392 1375 1445 1509">In addition to the above, each GDN has their own internal governance structure which involves reviewing project proposals and budget costs with various teams and management levels throughout their organisation including senior managers and at an executive level.</p> <p data-bbox="392 1554 1257 1588">This project is also supported by stakeholders (as outlined above).</p> <p data-bbox="392 1632 1241 1666">The project will be managed and led by WWU and will consist of:</p> <ul data-bbox="440 1711 1445 1951" style="list-style-type: none"> - Monthly project review meetings - Quarterly stakeholder review meetings - Stage gate review after 1 year of delivery - Ongoing reviews throughout the duration of the project regarding delivery of outcomes - this will feed into lessons learnt and shared best practice to ensure the project is successful in delivering value for money and maximising outcomes for customers and communities. 										

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: GDN Collaboration Group PEA Review

Date completed:

Review completed by:

Job title:

GDN:	Name(s):	
Cadent	Gurvinder Dosanjh	Socials Programmes Manager
NGN	Laura Radcliffe	Social Strategy Programme Manager
SGN (Scotland)	Linda Spence	Vulnerability Manager
SGN (Southern)	Kerry Potter	Social Impact and Vulnerability Manager
WWU	Sophie Shorney	VCMA Manager




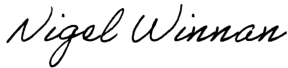
Stage 2: GD2CVG Panel Review

Meeting date sign off agreed:

Review completed by:

GDN:	Name:	Job Title:
NGN	Eileen Brown	Customer Experience Director
SGN	Maureen McIntosh	Director of Customer Services
WWU	Nigel Winnan	Customer & Social Obligations Strategy Manager
Cadent	Phil Burrows	Head of Customer Vulnerability Social Programme Delivery

Step 3: Participating GDN individual signatory sign-off

GDN	Name(s)	Signature(s)	Date
Cadent:	Phil Burrows		16/12/2024
NGN:	Eileen Brown		16.12.2024
SGN:	Maureen McIntosh		10/12/24
WWU:	Nigel Winnan		02/12/2024

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:

Date that Notification Email Sent to Ofgem:

Appendix

0.1 : Shelter Terminology Descriptor

Terminology	Description
Temporary Accommodation (also known as TA)	<p>Temporary housing provided by the council to house families and individuals when they are classified as legally homeless (<i>they do not have a safe, permanent place to live</i>). Individuals can live in temporary accommodation for months to years at a time, whilst they wait to secure a permanent social home.</p> <p>Temporary accommodation is not free - residents are required to pay weekly or monthly rents.</p> <p>Types of temporary accommodation:</p> <ul style="list-style-type: none"> • A room in a shared house • Flat or house run by a private landlord • Short term council or housing association tenancy • Hostel, refuge, B&B • <p>Entire families can live in one room. Residents are not entitled to one room per family member.</p>
Legally homeless / already homeless	<p>A person does not need to be sleeping rough to be legally homeless. The Housing Act 1996 defines a person as homeless if they:</p> <ul style="list-style-type: none"> • Have no accommodation available to occupy • Are at risk of violence or domestic abuse • Have accommodation but it is not reasonable for them to continue to occupy. • Have accommodation but cannot secure entry to it. <p>Local authorities have a legal right to house individuals or families, who are threatened with homelessness / already homeless.</p> <p>The majority of Shelter's charitable work focuses on supporting individuals who are at risk of homelessness and those classified as legally homelessness, for example, those living in Temporary Accommodation. We do not focus on supporting rough sleepers.</p>