

GDN Collaborative Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

Financial & Energy Education – Vulnerable Young Adults

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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: <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 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;	NA
b) The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	NA
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.	NA
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;	NA
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	Fuelling Financial Independence									
Funding GDN(s)	The GDN(s) which register(s) the VCMA project Cadent & SGN									
New/Updated (indicate as appropriate)	Updated (original was an SGN company specific project)									
Role of GDN(s) *For Collaborative VCMA Projects only	The specific role(s) of GDN(s) participating in a collaborative VCMA Project Lead SGN Participating GDN(s) – Cadent									
Date of PEA Submission	April 2024									
VCMA Project Contact Name, email and Number	Kerry Potter Kerry.potter@sgn.co.uk									
Total Cost (£k)	<p>November 2021 (SGN) £210,000</p> <p>Revised costs April 2024 (Cadent and SGN)</p> <p>SGN = £406,067 Cadent = £747,090 Total £1,153,157</p>									
Total VCMA Funding Required (£k)	<p>Original costs November 2021 £210,000</p> <p>Updated April 2024 (revised costs for SGN between March 2024 and November 2024)</p> <p>April 2024 – March 2026 SGN = £406,067 Cadent = £747,090 Total £1,153,157</p> <table border="1"> <thead> <tr> <th>Year</th> <th>SGN</th> <th>Cadent</th> </tr> </thead> <tbody> <tr> <td>April 2024 – March 2025</td> <td>£132,000</td> <td>£247,500</td> </tr> <tr> <td>April 2025 – March 2026</td> <td>£268,000</td> <td>£502,500</td> </tr> </tbody> </table>	Year	SGN	Cadent	April 2024 – March 2025	£132,000	£247,500	April 2025 – March 2026	£268,000	£502,500
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Problem(s)	<p>November 2021</p> <p>During 2021 it is estimated that three million English households are living in fuel poverty (Dept for Business, Energy and Business Strategy). Nearly half of low-income households are still living in hard to heat homes, and the rate of improvements is well below what is needed to lift people out of fuel poverty by the target date of 2030. Many young people do not have the essential information, sources, or support networks in place to avoid poverty, including fuel poverty. According to Child Poverty Action group (2020) there were 4.2 million children living in poverty in the UK in 2018-19. That's 30 percent of children. The relationship between poverty and fuel poverty is clear, with a lack of education surrounding these issues, the opportunity for change in the future seems distant. Specific groups are at greater risk of falling into poverty cycles including young people not in education, employment or training, refugees, unaccompanied asylum-seeking children, and care leavers. With 1 in 3 care leavers losing their home within the first year of independence (Young and Homeless, 2018), concern grows around informing</p>									

these vulnerable groups on how to manage their money to maintain their home and living standards. There is a direct correlation between fuel poverty and carbon monoxide (CO) poisoning. National Energy Action and Gas Safety Trust research found 35% of low income and vulnerable households surveyed exceeded the 10ppm threshold for carbon monoxide levels.

The needs of these young people are not only changed by their individual circumstance but can also be affected by their geographical location. Pockets of deprivation across the UK see young people entering independence often in debt or at risk of living beneath the poverty line through mismanagement of their money.

Support needs to happen at the right time. Young people moving into independence must ensure that they have positive money and energy habits from the offset before they end up in a difficult debt cycle. There are 12.8 million households in the UK with less than £1500 in savings (The Money Charity, 2020) suggesting that even for those who would like to better insulate their homes, it is unlikely they have the funds to do so. As a result, it is essential that young people are educated with regards to how they can be as energy efficient as possible and drive down their energy consumption costs.

The energy market is complex, with recent events, compounding this issue. Young people have an awareness of switching providers and looking for the best cost, however with uncertainty around individual providers futures, this notion has been made redundant. Over the last 9 years, messaging to vulnerable young people has been about highlighting the importance of comparing energy providers and switching where appropriate or necessary. Considering recent events, this information now does not stand and it's more important than ever for young people to understand why and how switching providers isn't always the best option for them.

For young people in a debt cycle, it is essential they understand their rights to energy access should they default on bill payments, on landlords' requirements linked to gas and CO safety, and the importance of managing their money to pay bills as part of their contractual agreement with organisations. But with vulnerable young people entering independent living with little to no support network – who do they rely on to pass this information on?

Updated April 2024

In October 2022, National Energy Action reported that 6.7 million UK households were living in fuel poverty using the 10% of income measure. It is recognised that nearly half of low-income households are still living in hard to heat homes, and the rate of improvements was well below what is needed to lift people out of fuel poverty by a target date of 2030.

UK's energy prices have been reported to have almost doubled since 2021. Nearly half of low-income households are still living in hard to heat homes, and cold homes and poor housing conditions have been linked with a range of health problems in children and young people, including respiratory health, growth and long-term health.

Citizens Advice reported that 7.8 million people borrowed money to pay for their energy bills in the first 6 months of 2023, with 1 in 4 reporting that their energy bill is the essential cost they are most worried about. For young adults attending MyBnk programmes, many are already living on the breadline, in vulnerable positions.

MyBnk's Care leavers research (2022) found that 67% of care leavers feel anxious about money and 80% want more help to manage their finances. 96% of local authorities saying that they offer money management support, yet most young people said they have no recollection of learning about such topics. The second part of MyBnk's Care leavers research (2024), which focused on young people's lived experiences, supported these findings stating most young people leaving care rely on their local authority to help them prepare for independent living. However, for too many young people leaving care, they do not get the support that they need. Organisations supporting care-experienced young people should do more to increase the uptake of the financial education that they offer.

Barnardo's (2023) reported that over 12,000 young people left care on their 18th birthday. These young people often move into independent or semi-independent living and 1 in 3 are estimated to become homeless in the critical first two years as they don't have the same support networks as other young people to fall back on – namely, the 'bank of mum and dad'. Barnardo's research found that there are 5 main reasons that young people leaving care really struggle:

1. High initial costs to set up a home
2. Rising costs mean young people struggle with the essentials
3. Young people are relying on high cost credit to get by

	<p>4. Financial struggles are increasing loneliness, isolation and mental health concerns – money and mental health are intrinsically linked and worsening of one, often exacerbates problems with the other</p> <p>5. Care experienced young people receive limited financial education and have difficulty accessing current and savings accounts</p> <p>MyBnk's young Adult programmes has experience in this area and has made and continues to make significant improvements in young people's knowledge, skills, and confidence in managing their money. Impact data has found:</p> <ul style="list-style-type: none"> • 93% plan to start new savings habits after their programme • 86% plan to avoid borrowing • 95% plan to keep closer track of their money • 78% plan to use banking facilities more • 45% reduction in those incurring bank charges, and missing bills <p>MyBnk's The Money House programme started in London over 10 years ago and the service has now extended with programmes now established in Manchester, Birmingham and Glasgow.</p> <p>Each programme location has been established based upon a growing need, where there are young care leavers living in deprived areas, for example Birmingham is the 7th most deprived area out of England's local authorities, with 46% of Birmingham's population aged under 30. The unemployment figures for Birmingham are 5.1% higher than the national average. According to government data, the number of young care leavers in Birmingham that are not in contact with Birmingham Childrens Trust has increased – suggesting more young people are trying to fend for themselves and are not provided the much-needed support they require.</p> <p>To date, the impact data specifically relating to The Money House and energy delivery has indicated:</p> <ul style="list-style-type: none"> • 71% said they knew what the Warm Homes Discount is and how to apply • 74% said they knew what the Priority Services Register was and how to apply • 81% said they knew how to check if they were eligible for a Cold Weather Payment • 89% said they'd now know who to contact if they smelt gas <p>The programme is supporting young people in vulnerable circumstances to benefit, understanding how they can stay safe and warm by using their energy safely, efficiently, and affordably. In recent years the MyBnk team have seen demand increase, exceeding the current resources allocated to The Money House and other complimentary MyBnk young adult courses that help support young people as they transition to independent living.</p> <p>The Money House programme has also recognised that there is a risk that many care leavers once living independently will face challenges around energy budgeting which left unchecked has the increased risk of becoming unmanageable debt.</p> <p>During the partnership with SGN since November 2021, coupled with increased demand from young adults in need, we've seen the successful expansion of MyBnk's The Money House and other young adult programmes beyond London, which has been demonstrated by the Glasgow site. The team have also had success in mobilising the new site in Birmingham, the newest The Money House for MyBnk which has been operating now for over one year. In this time the team have built relationships with local stakeholders including Birmingham City Council and St Basils a well-known local homeless charity with referral pathways into the service.</p> <p>Across Birmingham, London and Glasgow, demand often outstrips supply, with the team adapting to the needs of the local young people – taking more individual referrals to supplement those referred through the local authority and building strong relationships with other referral agencies such as local charities who work with young people fitting The Money House criteria.</p>
Scope and Objectives	<p>November 2021</p> <p>SGN's partnership with MyBnk will deliver direct financial education to vulnerable young adults aged 16-25. Through The Money House young people will be directly educated in money management, with the aim of maintaining their homes as they live independently, ensuring they manage their money efficiently.</p>

MyBnk are seasoned experts in financial education for young people aged 5-25. With a vision of a financially capable generation, over 60% of MyBnk's work is with young adults most in need aged 16-25 – those on the precipice of independent living with the need for useful, impartial information that allows them to take decisive action and make informed choices throughout their adult lives. Together the partnership will empower the next generation of these vulnerable young adults by giving them the skills, confidence and knowledge to be more efficient with money and energy. Energy, like money, can be earned, saved, and used – they are both essentials of everyday life.

The partnership will see all young people that successfully complete The Money House eligible for a Level 1 (Level 4 in Scotland) qualification in Personal Money Management and receive a further entry-level qualification around skills for employability.

The Money House course will have dedicated and tailored material, as part of a 5-day course, delivered in a real life or simulated flat that mimics the sort of environment these young people are likely to live in as they move to independence. The course involves practical application with tasks such as learning how to read and report from energy meters. The additional material for the course will include a maximum of 1 module (2 hours of content, added to the Household Costs module) covering: information on signing up to the Priority Services Register (PSR), the Warm Home discount, winter fuel payments, tariff and energy switching, debt support, information on smart meters, gas safety including CO safety and signposting for whom to contact in an emergency. All young people taking part in The Money House course would be eligible for PSR as a Young Adult Householder which would see them getting a dedicated response should they fall into arrears.

Furthermore, this partnership will deliver broader social impact as we support and empower young people to break the cycle of debt. The partnership will also enable the expansion of The Money House from the London and South to other areas of great need including Glasgow, the first Money House in Scotland where data highlights the greatest needs for a foundation programme for young people.

The partnership will see tailored episodes of MyBnk's MoneyCast – an interactive stream of MyBnk experts and special guests discussing key areas of finance for young people. For this partnership, the material would centre on money management related to energy, bills, and fuel poverty. The MoneyCast would provide the opportunity for young people to ask questions in real-time and receive a response from a MyBnk expert. It is important to note that MyBnk are an impartial organisation who seek to inform. The partnership overall, aims to educate 16–25-year-olds, helping them realise the power they have to manage their money and energy efficiently and start good habits that will last a lifetime.

MyBnk are a leading financial education charity, working with over 30,000 young people per year focused on developing financial capability. The partnership will work together to deliver material centred around assisting some of the UK's most vulnerable young people manage their money and energy efficiently and helping them to understand the distinct relationship between money and energy and how smart choices can lead them to a more prosperous future.

Updated April 2024

We understand that young people from disadvantaged backgrounds face a number of challenges relating to setting up their home and managing budgets, in addition young people in social housing often have complex needs. This is often compounded by low wages, changes to the benefit system, insecure jobs, and unemployment.

Consequently, when taking on a tenancy, young people without support networks are especially more likely to be at risk of rent arrears, debt, eviction, and homelessness. The preventative approach of MyBnk's young adult programmes prepares young people for living independently. Programmes such as The Money House and Money Works, provide trainers that have experience in working with disadvantaged young people delivering programmatic results that generate economic benefits by avoiding debt relating to arrears, evictions and homelessness, as well as lessening the burden on those who support these young people such as social workers, support workers and housing officers.

By extending this programme, the partnership will provide more aftercare services to participants of young adult programmes, further preparing young people for independent living. This process of after care will cover energy costs, energy efficient behaviours, a check to see if the premises has a working carbon monoxide alarm, and that they have

	<p>registered for additional assistance via the Priority Services Register as a 'Young Adult Household' in addition to any other eligibility criteria.</p> <p>In addition to The Money House, the partnership will replicate this content through digital material, the Money Works Programme, and other complimentary young adult programmes dedicated to supporting young adults transitioning into independent living. This will maximise the number of young people that can be reached. The Money Works programme is a 9-hour accredited workshop that is delivered in community venues and online to provide extended learning and a digital award for young people, it is less intensive than The Money House and for some young adults better fits with their other commitments.</p> <p>Building on these learnings with MyBnk and the insights gathered from other MyBnk programmes across the UK, we've reviewed and will adapt the original scope of the partnership to;</p> <ol style="list-style-type: none"> 1) Expand The Money House service to include the Greater London area 2) Expand The Money House Glasgow service to cover a greater area, beyond the Central Belt 3) Expand the partnership to include The Money House Birmingham located in Digbeth to support Care Leavers from the Birmingham area 4) Expand the partnership to include Manchester and the North West of England 5) Add the provision of a check-in after care support service to offer additional help once settled into independent living 6) Replace MoneyCast with a new module in other new Young Adult programmes such as Money Works to change from social engagement to workshops 7) Extend the services from March 2024 until March 2026
<p>Why the Project is Being Funded Through the VCMA</p>	<p>November 2021</p> <p>This project will provide support to young people in crisis and empower them to avoid unsafe practices and avoid fuel poverty through tailored guidance at the right time in their lives. The partnership will provide at risk young people with access to key services including the PSR (Young Adult Householder) and interventions that address fuel poverty and broader safeguarding / wellbeing services, whilst delivering a positive Social Return on Investment. The project will provide holistic utility efficiency advice and CO safety interventions, empowering each young person and their extended community with resources to use energy safely, efficiently, and affordably. The project will work collaboratively with expert agencies to maximise positive outcomes including financial literacy, avoiding poverty, increasing the health and wellbeing of the individual supported and delivering defined outcomes.</p> <p>Updated April 2024</p> <p>This partnership service goes above and beyond our core responsibilities as a Gas Distribution Network and is eligible under the VCMA funding criteria as it will provide energy crisis support, access to energy efficiency and CO advice, empowering young vulnerable households to use energy safely, efficiently, and affordably.</p> <p>This partnership aligns to the shared GDN commitment to deliver support services for customers aligned to our four strategic pillars:</p> <ol style="list-style-type: none"> 1. Services Beyond the Meter 2. Supporting Priority Customer Groups 3. Fuel Poverty & Energy Affordability 4. Carbon Monoxide Awareness <p>This project aligns to strategic pillar 2 (3 and 4)</p>
<p>Evidence of Stakeholder/Customer Support</p>	<p>November 2021</p> <p>MyBnk Financial literacy – Head of Berkeley Foundation</p> <p>We asked existing partners about the impact the MyBnk approach has on young people's financial resilience.</p> <p>"We are delighted with the results of this report, which demonstrate the significant impact The Money House is having on the lives of vulnerable young Londoners. This is a shining example of how the public, private and voluntary sectors can work together to help young people gain the skills and confidence to sustain their first homes, and I look forward to</p>

seeing the programme grow and develop over the coming years.” Sally Dickinson, Head of Berkeley Foundation.

Moving Forward Together – Stakeholder Workshops held during 2018 and 2020

Sharing our top 5 scenarios with our stakeholders during our engagement workshops in 2018, they agreed that support for customers in vulnerable circumstances should remain one of our top priorities especially our most vulnerable customers in relation to affordability.

Customer Engagement Group 2019/20 & SGN RIIO-GD2 Business Plan

Shaping our business plan to support customers in vulnerable circumstances we have committed to, over the 5-year price control, supporting over 250,000 vulnerable customers to use gas safely, affordably, and efficiently. We have a three-tiered approach and tier 1, 2 and 3 priorities include providing independent support to help vulnerable customers with access to affordable energy. In the process of shaping our RIIO GD2 Business Plan we engaged stakeholders and customers about our plan to support 50,000 customers each year through a three-tiered approach, and what services/initiatives should be included within each of those tiers. During our Positive Impact round table event our stakeholders emphasised the importance of partnerships to increase the value of our allowance in generating positive outcomes for customers.

Vulnerable Steering Group

During 2020/21 our Vulnerable Steering Group has helped us shape our vulnerability strategy and our priorities for GD2. For year 1 we prioritised key initiatives to support our most vulnerable customers and they recommended we work with established charities that support people most in need. It is with guidance and support from our dedicated Vulnerable Steering Group that SGN prioritise financial vulnerability as one of our key areas of focus and to do this where data identifies communities that require this support. Feedback from our Customer Service & Supporting Vulnerable Customer – Shaping the Business Plan Qualitative Workshops suggested potential tier two initiatives should include supporting those most vulnerable to living in a cold and unhealthy home.

MyBnk Stakeholder feedback – outcomes and measurement

“Often in this job I have to tell organisations their interventions may not be getting the results they set out to achieve. That is not the case with The Money House. It is very gratifying to see such positive outcomes and the values generated by this project are testimony to the quality of the intervention which is clearly having a major impact on the lives of the young people concerned.” Keith Burge, Managing Director, ERS.

“There is a real lack of cost benefit analysis in financial education, including with young adults transitioning into independent living – but this report provides a fantastic contribution to the growing evidence base. The Money House is an excellent example of providing vulnerable young people, such as those leaving care, with the skills and knowledge they need to manage their money and stay out of problem debt. By providing them with the awareness and confidence to seek advice, the programme has made strides in helping them with their transition to independent living. The findings from this programme will undoubtedly inform the practice and delivery of young people’s financial education.” Sarah Porretta, UK Financial Capability Director at Money Advice Service.

Updated April 2024

MyBnk Money House 2023 client feedback

Glody, 18 – The Money House Participant - London

“The Money House has helped me a lot, especially with me moving into semi-independence. I’m now having complete financial control over what I do and what I spend - there’s no one breathing down my neck saying, “you’ve got to do this, you’ve got to do that”. It’s also given me a sense of comfort.”

Kaitlyn, 22 – The Money House Participant - Glasgow

“I work full-time and have moved to a house by myself for the first time. It has been very peaceful, but I didn’t realise the costs involved in setting up a house and this has been a massive financial blow for me... My initial thought about this course was that it is going to help me understand why I am paying for certain things like national insurance. It has done that, but it has also helped me understand the meaning behind financial terms that I hear in my day-to-day life but cannot fully make sense of, for example, the difference between a direct debit vs a standing order. It essentially filled the gaps in my knowledge and made me aware of the different options that are available, thus, making me feel more able to manage the costs of a new house.”

	<p>Carla, 16 – The Money House Participant – Glasgow “Overall, I believe this course has done me a lot of good – it has prepared me for difficult situations like if I ever get hit with an unexpected bill, I will know what to do with it”.</p> <p>SGN Stakeholder Evidence 2024 During 2023, SGN’s Customer and Stakeholder Engagement Group and Vulnerable Steering Group doubled our original business plan commitment from 250,000 to support 500,000 vulnerable households, those most at risk of living in a cold and unhealthy home. SGN have used data and insights to develop our VCMA programme, this has underpinned how this commitment to support those most in need has developed from a strategic ambition into an extensive partnership-based delivery programme. As we’ve progressed our portfolio of projects throughout GD2, our strategic Vulnerable Steering Group (VSG) has provided ongoing guidance to SGN, reiterating the importance of impactful partnerships that co-ordinate activities with others to support those most in need. In 2023 the VSG asked us to ensure that young people and those who are at risk of homelessness were key priorities for our programme. SGN have an existing partnership with MyBnk, this was formed in 2021 and the partnership has delivered well for young people. The learnings from this partnership have formed the foundation of this broader partnership as a collaboration.</p>
<p>Outcomes, Associated Actions and Success Criteria</p>	<p>November 2021</p> <p>We aim to support those in need with access to practical help that improves their financial independence, their health and wellbeing, and increases their confidence to manage their household utility costs. In total we plan to support 680 young people through the residential course The Money House, and over 6,000 young people via dedicated online sessions and podcasts.</p> <p>The partnership will be embedded within MyBnk’s young adults programme with The Money House working with vulnerable young people (care leavers, NEET’s, asylum seekers) aged 16-25, nationally. MyBnk will work closely with SGN to address the barrier young people face in using energy efficiently and affordably – always ensuring their safety.</p> <p>The partnership will provide the following outcomes, with young people being:</p> <ul style="list-style-type: none"> • Supported by their utilities Priority Services Register - providing them with the security and support they would need in the event of an unplanned outage (young adult households) • Able to set up their utility accounts to select the best utility tariffs for their personal circumstances • Able to manage and pay their own utility bills going forward and avoid going into debt with a 45% reduction in young people incurring bank charges and missing bills, and a 27% increase in confidence in managing money • More awareness of the risks of Carbon Monoxide and how to mitigate these as assessed by the CO standard survey • Less likely to hold unmanageable levels of debt that could negatively impact their financial management for the future with a 22% increase in those borrowing safely, and avoiding ‘loan sharks’ • Lower stress levels, and improved health and wellbeing, and therefore better life chances/quality of life. <p>Success Criteria</p> <p>To support young people at a key point in their lives, where they are at risk of falling into debt, poverty, and homelessness. We will address the issues that would prevent these young people from managing a safe and warm home, long term.</p> <ul style="list-style-type: none"> • Year 1 – 180 young people through direct delivery of The Money House (150 in London / 30 in Scotland) • Year 1 – 2,000 young people reached via MoneyCast – messages on energy affordability and safety • Year 1 – Successfully measure the personal impact of the support provided to young people demonstrating a shift in skills and confidence they now feel in being able to maintain a safe and warm home, including: <ul style="list-style-type: none"> o Young people offered the support to assess eligibility and sign-up to the PSR with an expectation of 60% registration o Young people provided the practical skills to manage their utilities safely, efficiently, and affordably, including who to call in an emergency, smart meters, relevant

- energy schemes, how to check if you are on the best tariff, tariff switching and ways to conserve energy safely
- o Young people provided with information on how to manage budgets, identify eligible benefits, and supported where eligible for debt support and/or access to income related benefits
- o Be more aware of the risks of Carbon Monoxide and how to mitigate these as assessed by the CO standard survey
- Year's 2 and 3 we will look to deliver the remaining engagement adapting the programme resources to meet current needs

To monitor our impact in line with the above, we will:
 Monitor young people's outcomes against services provided, demographics, vulnerabilities and needs.
 Have dedicated CO safety questions as part of MyBnk's base and end line surveys, with an opportunity to understand retention of knowledge through follow-up surveys which are conducted 3-6 months after the course.
 Work closely with our partners to ensure that we all understand the issues faced by young people enabling us to continue to develop our services by need.

Updated April 2024

The partnership outcomes will be embedded within MyBnk's young adults programmes The Money House and Money Works, which work with vulnerable young people including care leavers, young people not in education, employment, or training (NEET's), and young asylum seekers aged 16-25.

MyBnk will work closely with SGN and Cadent to address the barrier young people face in using energy safely, efficiently and affordably. In addition to The Money House the partnership will replicate this content through material in the Money Works Programme. This will maximise the number of young people that can be reached. The Money Works programme is a 9-hour accredited workshop that is delivered in community venues and online to provide extended learning and a digital award for young people.

From March 2024 – March 2026, the partnership will:

- The Money House & other young adult programmes – reach a minimum of 3,176 young people with 60% successfully achieving the Level 1 qualification in Money Management issued by SEG/an SCQF Level 4 qualification in Personal Money Management credit rated by SQA (Scotland)
 - o Birmingham 552 young people
 - o Glasgow 276 young people
 - o NW 760 young people
 - o London 1,104 young people

Outcomes for the programmes will include:

- Successfully measure the personal impact of the support provided to young people demonstrating a shift in skills and confidence they now feel in being able to maintain a safe and warm home, including:
 - o Young people offered the support to assess eligibility and sign-up to the PSR with an expectation of 60% registration.
 - o Young people provided the practical skills to manage their utilities safely, efficiently, and affordably, including who to call in an emergency, smart meters, relevant energy schemes, how to check if they are on the best tariff, tariff switching and ways to conserve energy safely
 - o Young people provided with information on how to manage budgets, identify eligible benefits, and supported where eligible for debt support and/or access to income related benefits
 - o Be more aware of the risks of Carbon Monoxide and how to mitigate these as assessed by the CO Standard survey

Total outcomes;

Outcome
The Money House or similar MyBnk young adult programme
PSR Awareness
CO Awareness
Energy Advice
Energy Debt Advice
Energy Resilience
Income support including benefits checks and budgeting advice

<p>Project Partners and Third Parties Involved</p>	<p>Details of Project Partners or third-party involvement.</p> <p>MyBnk – programme lead and delivery partner providing the advisory teams and the facilities to support young people in residential courses and social engagements.</p> <p>SGN – lead gas network providing funding and support to the delivery team, including training resources, access to broader referral partners, and direct services for customers including but not limited to CO training materials and alarms and access to the Priority Services Register</p> <p>Broader funding partners – include Berkley Homes, Pimco, JP Morgan and broader referral partners such as Local Authorities, DePaul and CenterPoint. As well as future partners and referral partners over the 3-year partnership.</p> <p>Updated April 2024</p> <p><i>Cadent – regional gas network, co-funding the partnership from March 2024-26</i></p> <p><i>Introducing new referral partnerships - Barnardo's, Prince's Trust, St Basils and further as the partnership develops.</i></p>
<p>Potential for New Learning</p>	<p>Details of what the GDN(s) expect to learn and how the learning will be disseminated.</p> <p>November 2021</p> <p>The following activities will be in place to monitor and evaluate project progress and impacts:</p> <ul style="list-style-type: none"> • Quantitative and qualitative service user outcomes • Service user before-and-after-support surveys and follow-up engagements • Feedback, indicators, outputs, and outcomes reported on quarterly • Project progress monitored: these include monthly and quarterly partner meetings to share ideas and challenges through individual and organisational partnership case studies. <p>We are keen to learn from this project and for successes to be incorporated into future delivery as well as shared with other sector participants. We intend to share an annual report across electricity, gas and water networks and with local authorities in addition to sharing project impacts and case studies during our annual showcase event.</p> <p>Updated April 2024</p> <p>Across 2023, MyBnk has been assessing the young adult programme offering. As a result there have been changes to remove barriers to access for some young people coming to physical Money Houses and this has resulted in the Money Works programme being introduced to the partnership. Through our assessment of the needs of younger people after the Money House and Money Works the partnership has adapted to introduce an after-care service to young people.</p> <p>The impact findings from The Money House programme have shown that 3 months after the programme:</p> <ul style="list-style-type: none"> • 74% said they knew what the Priority Services Register was and how to apply • 81% said they knew how to check if they were eligible for a Cold Weather Payment • 89% said they'd know who to contact if there was a gas emergency. <p>Through development of further online resources (that can be re-accessed) and aftercare provision, it is anticipated that these figures can further improve.</p> <p>By regularly reflecting on outcomes, outputs, and indicators, we intend to continually improve the content and outcomes used to support disadvantaged young people use energy safely, efficiently and affordably, avoiding fuel poverty in the future.</p>
<p>Scale of VCMA Project and SROI Calculations, including NPV</p>	<p>The Funding Licensee(s) should justify the scale of the VCMA Project – including the scale of the investment relative to its potential benefits. As part of this it should provide the SROI calculation.</p>

	<p>MyBnk have been successfully delivering targeted programmes for young people since 2007. During the pandemic, MyBnk developed virtual versions of all programmes and developed online material. We anticipate with the challenges forecast during winter 21/22, and with uncertainty in the energy market that we will need to target 16–25-year-old vulnerable young adults who are likely to experience fuel poverty, debt and future financial uncertainty without intervention.</p> <p>Social Value Measurement</p> <p>The Money House programme has been assessed externally on SROI with every £1 spent generating £3.36 in social value and we are looking to build on this assessment throughout the partnership. In addition, working with leading social impact research consultancy Simetrica we have developed a bespoke social value bank of financial and wellbeing outcomes applicable to our services for vulnerable customers. We will continue to measure all the outcomes for patients using this approach, which is used to estimate social value based on best practice endorsed by HM Treasury for the evaluation of social policy and utilises values from the Treasury’s ‘Green Book’ where applicable.</p> <p>Through the outcomes detailed below we forecast from a subset of outcomes that the SROI is £16.45 for every £1 spent.</p> <p>SIA partners has independently assessed the new scope of this partnership using the shared GDN / DNO proxy bank and has forecasted a positive SROI for the additional scope of the project as detailed below:</p> <table border="1" data-bbox="419 801 1485 1003"> <thead> <tr> <th colspan="3">5-year results</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Economic</td> <td>NPV</td> <td>£2,553,693.23</td> </tr> <tr> <td>SROI</td> <td>£2.27</td> </tr> </tbody> </table>	5-year results			Economic	NPV	£2,553,693.23	SROI	£2.27
5-year results									
Economic	NPV	£2,553,693.23							
	SROI	£2.27							
<p>VCMA Project Start and End Date</p>	<p>Detail start and end date of the VCMA project and, where relevant, the VCMA project that preceded this initiative.</p> <p>November 2021 The project will run from November 2021 to November 2024</p> <p>Updated April 2024 The project scope will change from April 2024 and run until March 2026.</p>								
<p>Geographical Area</p>	<p>Details of where the VCMA Project will take place. If the VCMA Project is collaborative, the Funding Licensee area(s) in which the project will take place should be identified.</p> <p>November 2021 The programme reach will cover our Southern and Scotland regions with The Money House residential programmes in London and Glasgow.</p> <p>Updated April 2024 Greater London Boroughs, South (Portsmouth to Bournemouth), Glasgow to Edinburgh, Birmingham and the surrounding West Midlands, Liverpool to Manchester.</p>								
<p>Internal governance and project management evidence</p>	<p>Description of GDN(s) review of proposal and project sign off, with details on how the project will be managed Review of proposal and project sign off detailed below in the ‘PEA Control Table’.</p> <p><u>Project Management</u></p> <p>SGN has worked alongside MyBnk to co-design this partnership and ensure that its ambition contributes to the delivery of our collaborative Vulnerability Strategies (Cadent and SGN’s) and meetings the VCMA governance processes.</p> <p>The SROI has been reassessed by SIA Partners using the DNO / GDN common rulebook and is forecast to add an additional £2.27 for each £1 invested, this will be monitored closely to ensure we adhere to the VCMA governance criteria and deliver a positive SROI.</p> <p>To support the partnership to deliver the success criteria outcomes as detailed, the partners will work closely to support the MyBnk to ensure impactful delivery. MyBnk and</p>								

	<p>SGN already meet monthly to review partner challenges, and the team provide monthly and quarterly to review outcomes, learn, share best practices, and address any delivery issues.</p> <p>The PEA has been reviewed and approved by the business lead Kerry Potter and the Director of Customer Services Maureen McIntosh for SGN and business lead Gurvinder Dosanjh and Head of Social Programmes Phil Burrows.</p>
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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: GDN Collaboration Group PEA Review
Meeting date review completed:
Review completed by:

GDN:	Name:	Job Title:
Cadent	Gurvinder Dosanjh	Social Programmes Manager
SGN	Kerry Potter	Group Social Impact and Vulnerability Manager

Stage 2: GD2CVG Panel Review
Meeting date sign off agreed:
Review completed by:

GDN:	Name:	Job Title:
Cadent	Gurvinder Dosanjh	Social Programmes Manager
SGN	Kerry Potter	Group Social Impact and Vulnerability Manager

Step 3: Participating GDN individual signatory sign-off

GDN	Name:	Job Title:	Signature:	Date:
Cadent:	Phil Burrows	Head of Vulnerability		01/04/2024
SGN:	Maureen McIntosh	Director of Customer Services		01/04/2024

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: 06/05/2024