



SGN

Serving our communities by
keeping everyone safe and warm

Vulnerability and Carbon
Monoxide Allowance

Annual Report
2025

How to use this report

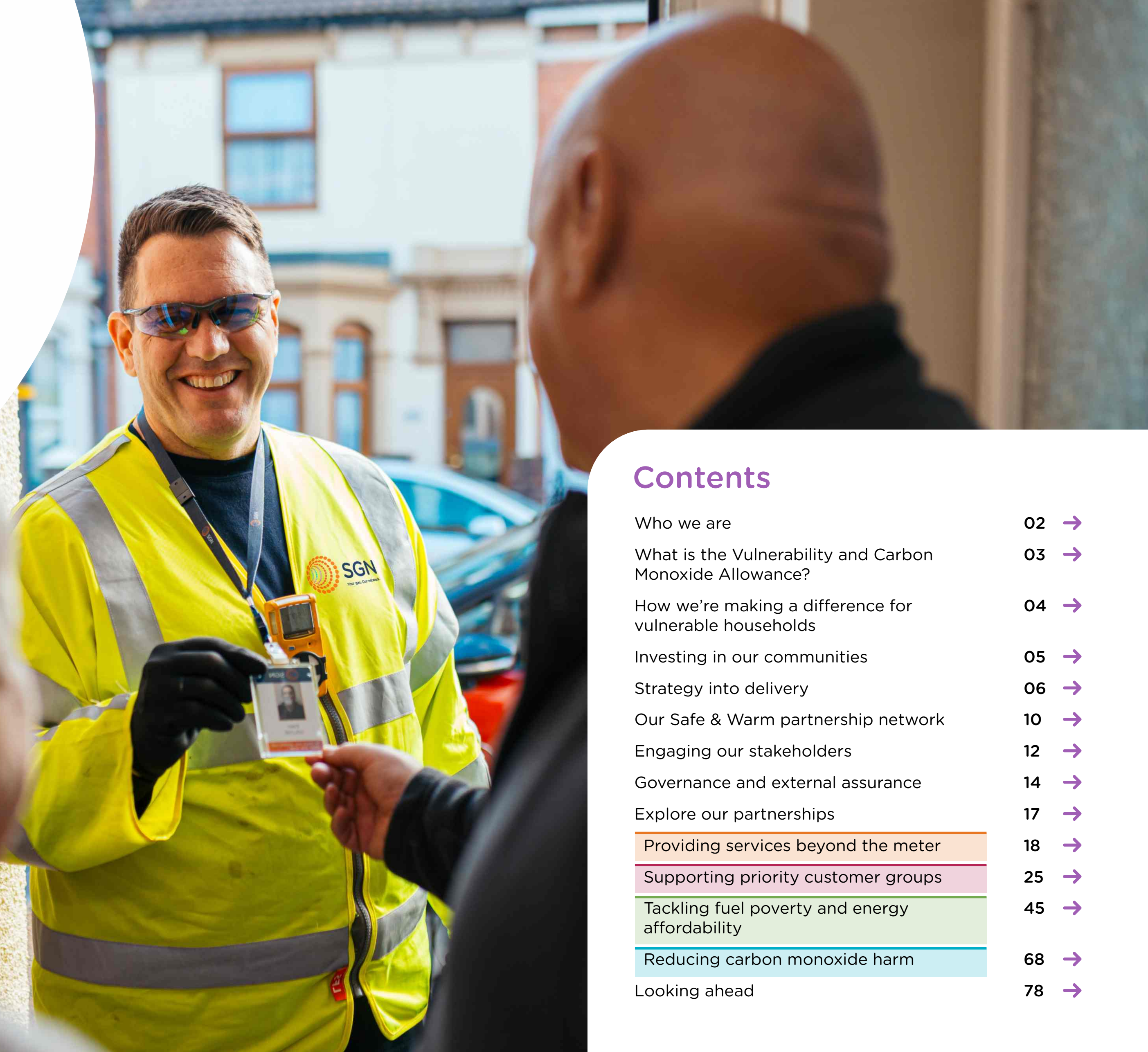
By clicking on a link highlighted in underlined bold, you can reach another section in this report or our website for more information.

From this page, you can navigate to a particular section in the report by using the quick links in our contents list.

You can navigate back to this page from anywhere in the report by clicking the 'Home' icon in the bottom left-hand corner.



Look out for videos where you can hear directly from our people and our partners about how we're making a difference for vulnerable households.



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The cost-of-living crisis is still a daily reality for thousands of households up and down the country who struggle to balance a household budget and maintain a safe and warm home.

In my first year as CEO at SGN, I’ve witnessed firsthand the impact that our people and partners are having on these households. It’s nothing short of exceptional.

Our engineers are embedded in the communities they serve and are trained to recognise those who are struggling and in need of support. Connecting these vulnerable customers to our range of charity partners can often have life changing results. This is important, purposeful work and we are incredibly proud to do it.

Over the past year, together we have helped 363,233 vulnerable households stay safe, warm and well at home. We’ve done that by building capacity, expertise and connections through our unique national network of expert Safe & Warm community partners.

In this fourth year of our vulnerability strategy, we have collectively expanded the scale of support we’ve provided to reflect the increasing scale of the challenge we see in society. This has contributed to us supporting a total of 766,950 households since 2021.

This year, we have been making considerable plans for how we will continue to support vulnerable communities during the next Ofgem price control. By inviting our partners to contribute as we shape our RIIO-GD3 business plan, we’re ensuring we’re giving a voice to the communities where we live, work and serve.

Building on the strong foundations of what we are successfully delivering now, we can support even more vulnerable households in the next price control. So we will carry the fundamentals of our current strategy into RIIO-GD3, working collaboratively with our Safe & Warm community partners and the other gas networks to respond with agility to society’s evolving needs.

Through this report, you’ll hear more about how we’re reaching communities who need it most with enduring support to lift them out of fuel poverty today and ensure their needs are front of mind as we look forward to a clean energy transition.

I would personally like to thank our incredible teams and partners for their work this year to support vulnerable households. Your work and dedication are making a huge difference.



Simon Kilonback,
Chief Executive, SGN



We’ve collated this report to update you on our progress in delivering our RIIO-GD2 business plan commitments enabled by the Vulnerability and Carbon Monoxide Allowance this year.

We also hope you’ll use the report to explore opportunities to connect with our Safe & Warm partnership network.





Who we are

We transport gas to nearly six million homes and more than 188,000 businesses across Scotland and Southern England.

We are a key part of Great Britain's critical national infrastructure, providing heat and energy to families, schools, hospitals, power stations and essential businesses.

Our teams keep gas flowing safely and reliably around the clock, every day of the year. Our communities are as diverse as the geography we cover, from the rural Scottish Highlands to coastal Kent and encompassing inner cities of Edinburgh, Glasgow and south London. Our frontline teams live and work in some of the most deprived populations of any gas network alongside some of the most affluent areas in the country.

We serve our communities by keeping everyone safe and warm. Our people take great pride in going above and beyond to look after customers, always striving to deliver exceptional customer service.

We're trusted to walk through the doors of around 300,000 homes each year as we respond to gas emergencies and upgrade our network. In doing so, we enter the homes of some of the nation's most vulnerable communities.

Our engineers never want to walk away from a customer in need. Being invited through the front door to help households stay safe and warm is a responsibility we take very seriously. Our unique position makes us well placed to both provide direct support and coordinate access to a wider network of services to help people use energy safely, efficiently and affordably.

Scotland

1 in 3

households in fuel poverty

451,677

households on the Priority Services Register



Southern England

1 in 5

households in fuel poverty

840,059

households on the Priority Services Register

The Priority Services Register (PSR) is a free service that helps us identify customers who need priority support if they're without gas in an emergency or because of planned work.





What is the Vulnerability and Carbon Monoxide Allowance?

The Vulnerability and Carbon Monoxide Allowance (VCMA) is a monetary fund for Britain's four gas networks to support vulnerable customers and raise awareness of carbon monoxide between 2021 and 2026.

In developing our five-year business plan for the current Ofgem price control period RII0-GD2, we – and the other gas networks – carried out extensive stakeholder and customer engagement.

Through engagement and reflection on our previous activity, we recognised the gas distribution networks (GDNs) have a critical role to play in supporting customers above and beyond our licence obligations, based on both local and national need.

Ofgem introduced the Vulnerability and Carbon Monoxide Allowance for RII0-GD2, a Use It or Lose It allowance, which transparently allocates funding for gas networks to support vulnerable customers and raise awareness of carbon monoxide (CO).

All programmes that we deliver through the VCMA align to our vulnerability strategy, meet clear governance criteria and provide a positive social return for our customers.

Our communities have experienced unprecedented socioeconomic changes through this price control period. To ensure the VCMA can effectively support vulnerable households to get the help they need through these turbulent times, we've continued dialogue with the other networks, Ofgem and our stakeholders to share insights and adapt the scheme to these new challenges.

Last year, a decision was made to repurpose 70% of the Fuel Poverty Network Extension Scheme (FPNES) funds into the VCMA to provide immediate help to households in fuel poverty. While this year, we've acted on stakeholder feedback and engaged with Ofgem to widen the eligibility criteria for the servicing, repair and replacement of essential gas appliances. The expanded criteria enables us to now support households eligible for, but not claiming, means-tested benefits through our Care and Repair scheme.

In evolving to meet changing customer need, the VCMA has proved to be an effective mechanism to support households at their most vulnerable.

Through this report, you will see how we've maximised the VCMA allowance to deliver against our vulnerability strategy this year, working alongside trusted partners to support our most vulnerable customers.

For more information about VCMA governance, please visit [Ofgem's website](#).



This report details all the programmes we're delivering, including those we're delivering in partnership with other gas networks. You can find full details of our joint-GDN programme portfolio in our [annual collaborative report](#).



How we're making the difference for vulnerable customers

Building on our tremendous success during the first three years of RIIO-GD2, we've supported a further **363,233** vulnerable households to use energy safely, efficiently and affordably this year – exceeding our revised ambition to support **500,000** households more than 12 months early.

On this page, we celebrate the positive impact we've had on customers since 2021.



Investing in our communities

At the start of RIIO-GD2, the gas distribution networks were provided with a collective VCMA allowance of £60m (2018/19 values) for the regulatory period running 1 April 2021 to 31 March 2026.


The £60m funding was apportioned according to the number of customers connected to our networks. Of the £60m total, SGN’s share was £16.3m with £5.0m designated for supporting our customers in Scotland and £11.2m for our customers in the south of England. In October 2023, the original VCMA allowance of £60m was increased to £171m to include the repurposed Fuel Poor Network Extension Scheme (FPNES) funding. As a result, our initial £16.3m allowance was revised to £46.45m which equates to an additional £9.3m for our Scotland network (a total of £14.3m) and £20.9m for our Southern network (bringing the total to £32.1m). At least 25% of the funding was to be used on collaborative projects with the other gas networks.

Throughout this report, you’ll learn more about the programmes we’re delivering with this funding, which range from our smallest hyperlocal initiatives with a total spend of under £3k to larger national partnerships with a total SGN investment of £3.6m over multiple years.

In the RIIO-GD2 period, we anticipate that we will fully utilise the funding that has been made available to us and exceed the 25% collaborative project expectation. This has followed a rapid ramping up in expenditure from £1.4m in the first year to £19.4m in the final year.

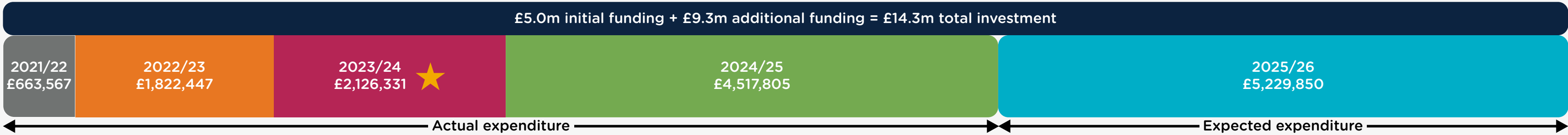
We’ve been able to rapidly scale up our programmes due to the close working relationship we have with our partners and the willingness of new partners to work with us. As we look forward to RIIO-GD3 and possible changes in funding, we recognise that we will need to continue that close working relationship to support any changes in allowances.

Full details of our project investment, both for projects specific to our network areas and our collaborative projects, can be found in our [Explore our partnerships](#) section.

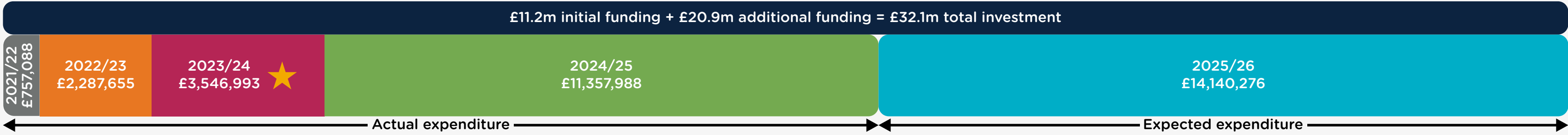


How we’ve invested the VCMA year on year

Our Scotland investment 2021-26



Our Southern England investment 2021-26



★ The additional VCMA allowance saw us mobilise projects in winter 2023/24, which is reflected in our year four and five spend



Strategy into delivery

Our five-year vulnerability support strategy guides how we deliver on our ambition to support at least 500,000 vulnerable households to use energy safely, efficiently and affordably.

Exceeding our ambition

We initially set out to support 250,000 households by March 2026 using the VCMA to help us achieve that ambition. Last year, with the additional VCMA funding, we were able to double that target. We finished this year having already supported 766,950 households, exceeding our revised ambition more than 12 months early.

Rising energy debt

In each year of our vulnerability strategy delivery to date, we’ve needed to adapt our approach to the changing socioeconomic landscape. This year has been no different.

Compared with previous years, we’ve witnessed more and more households exhausted by the constant cycle of just scraping by each month. Millions of households are simply unable to make ends meet with energy debt and arrears rising by 91% in the last two years, according to Ofgem’s 2024 Debt Strategy. Each winter brings more fear for vulnerable households around how to afford energy bills with no end to their hardship in sight.

Maximising household incomes

We’ve consciously targeted our activity towards energy affordability this year, helping households beyond the immediate energy crisis to maximise household income for the long term. We recognise that in addition to energy efficiency measures and behavioural advice, financially vulnerable households need access to more money each month. This year, we’ve invested more in new and existing partnerships that help households with debt management, income benefits checks and applying for energy support schemes.

Reaching vulnerable households

For many people at their most vulnerable, asking for help from an outside organisation like an energy company isn’t the obvious or easy solution. When you’re struggling to pay your energy bills or making the heart-wrenching choice between heating your home or feeding your children, there’s often fear or shame associated with asking for support.

But when you’ve invited someone into your home, it’s easier to have those conversations. In our trusted core role as gas engineers stepping through the front door to help people in their homes, we have a rare opportunity to engage with households without them feeling fear or shame.

That’s why our approach has always – and will always – be to support our vulnerable customers at home and in the places where they’re already going for help. We’re reaching those most in need through both our frontline teams and trusted community organisations where they feel safe and supported.

At the end of March 2025, we now have 134 approved energy safeguarding and carbon monoxide awareness initiatives in place with national, regional and grassroots community organisations across Scotland and southern England.

Building partner capacity

By building skills and capacity of embedded and trusted community partners, we’re able to make a positive and lasting impact on those most in need of support to stay safe and warm at home. This is a legacy that will last far beyond the VCMA and this price control.



Convening support organisations

Our partners and stakeholders recognise and value our integral and unique role as a convener of support organisations. Our deliberately understated approach to supporting those most in need has proved to be exceptionally effective in engaging vulnerable communities.

By bringing partners together, households can access tailored support from different expert partners more quickly and more efficiently.



Watch to hear more about how we’re bringing partners together



Strategy into delivery continued

Our four strategic priorities

In delivering our strategy, we've determined four priority areas to target our support. We shaped these strategic priorities through expert insight, community-level data and our vulnerability mapping tools.



Providing services beyond the meter

Direct 'beyond the meter' services for vulnerable households as we go about our day-to-day operational work.



Tackling fuel poverty and energy affordability

Targeted support for customers struggling to afford energy in the most vulnerable geographical areas within our networks.



Supporting priority customer groups

Tailored support for 11 priority customer groups, most likely to need trusted help to maintain a safe and warm home.



Reducing carbon monoxide harm

A data-driven approach to increase awareness and reduce carbon monoxide harm among those groups most at risk.

A united approach from the gas networks

Our strategic priorities are mirrored by the other gas networks. By developing programmes collaboratively with the other gas networks, we're able to reach some vulnerable communities more effectively and more inclusively than if we were to run the initiatives alone.

Through these programmes, we're supporting vulnerable households who face barriers to maintaining a safe and warm home unrelated to where they live.

Our joint-GDN strategy is an opportunity to innovate and share best practice by piloting programmes in our regions before expanding nationally, such as the Disability Energy Support (DES) with water advice service we pioneered with Scope.

We can also co-design partnerships that span the geographic footprint of more than one network. For example, our programmes with Carers Trust, Fuel Bank Foundation, Kidney Care UK and most recently, Shelter and YMCA.



Learn more about our joint-GDN programmes in our [Explore our partnerships section](#)

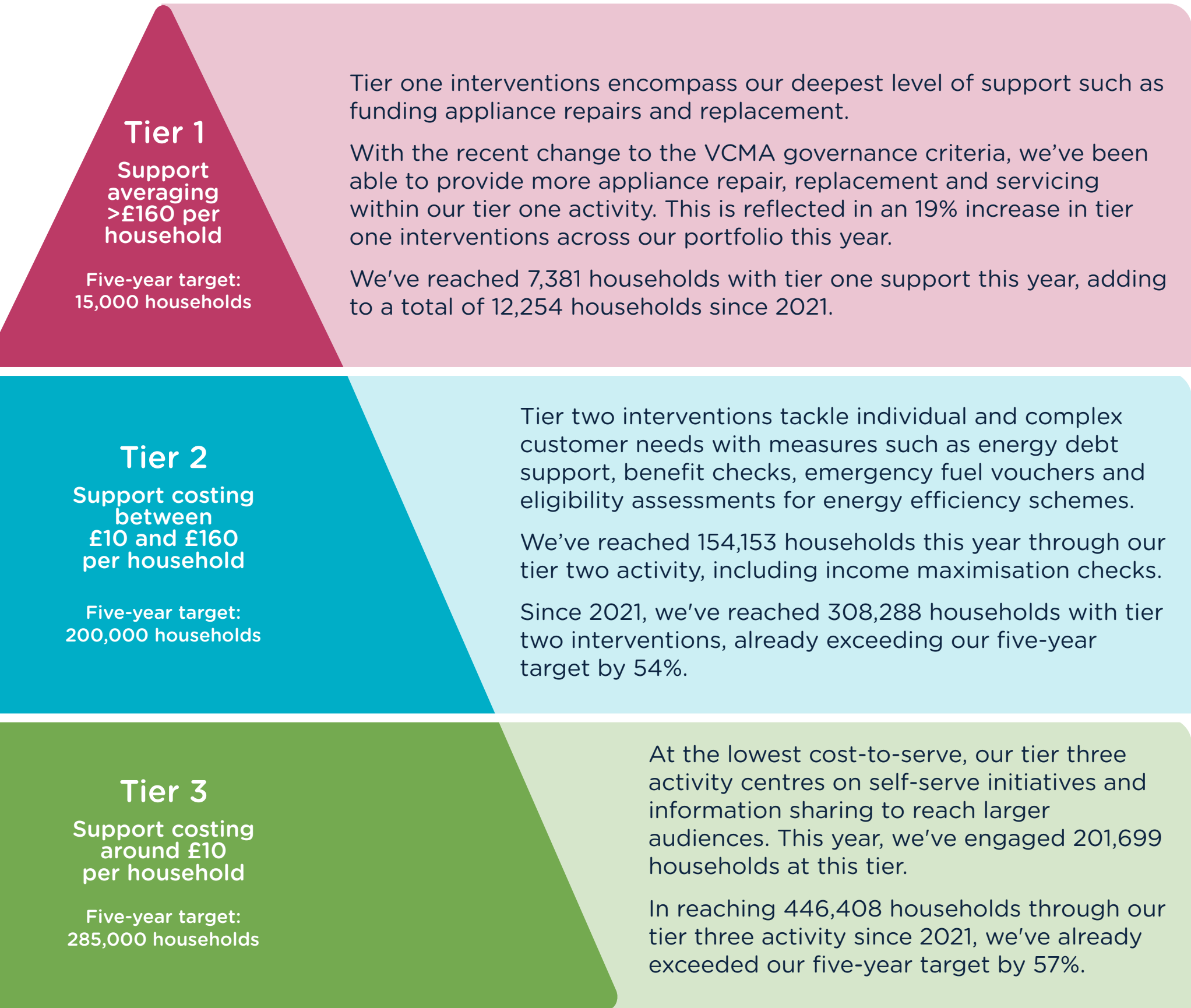


Strategy into delivery continued

Targeting our support

In designing and delivering programmes to meet our four strategic priorities, we apply our three-tier cost-to-serve framework. This allows us to drive outcomes based on need and concentrate our activity on the customers who need it most.

Our pyramid framework enables a tiered cost-to-serve approach to support over five years.



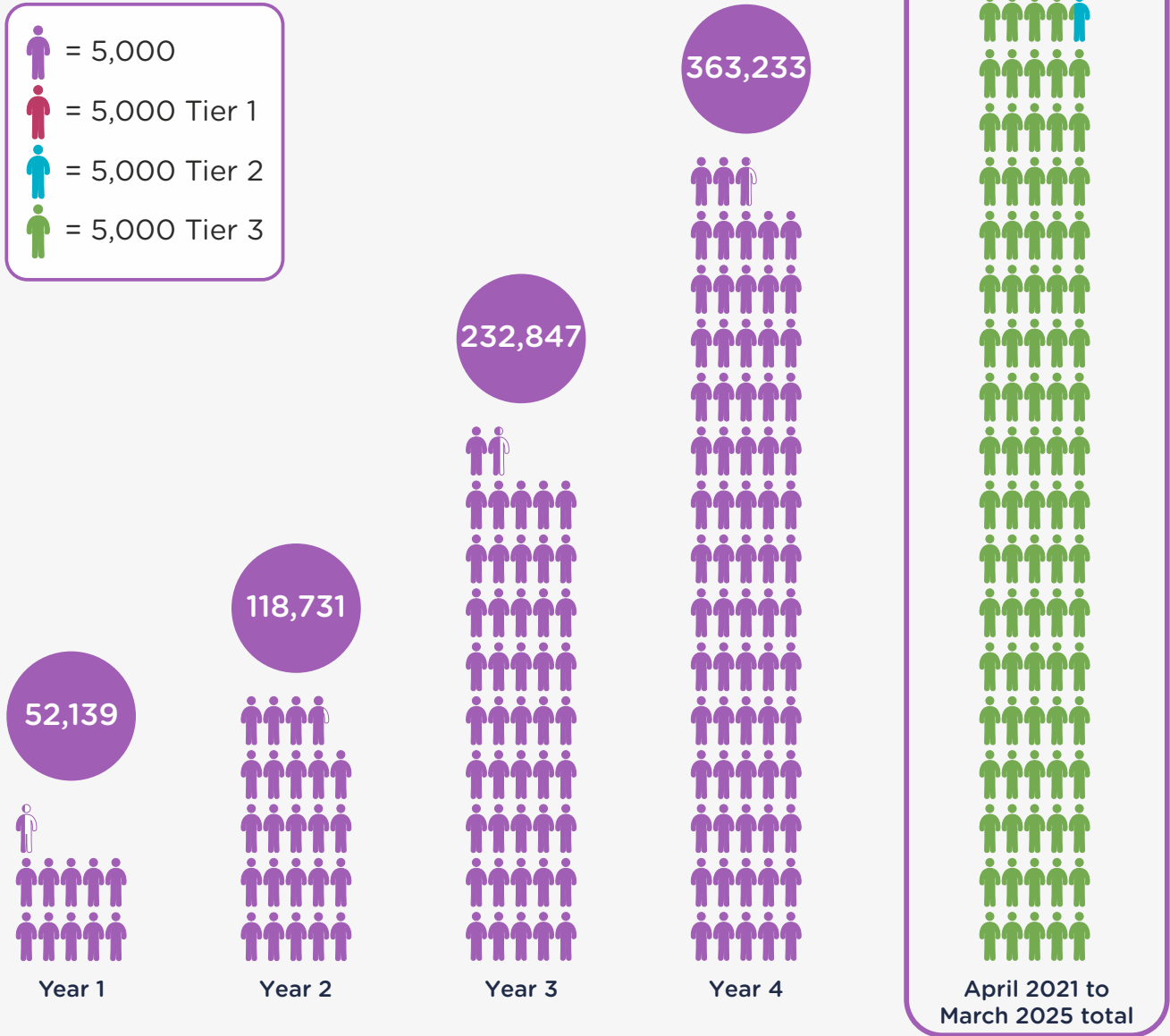
Households supported

We've supported 776,950 households since April 2021. We've significantly increased our delivery this year, having helped 363,233 of these households in the past 12 months.

What we mean by households supported

These figures relate to the households where we've handheld customers through a service. We do not include light touch energy advice or marketing campaigns around CO, the PSR or winter resilience, including distributing leaflets, in these figures.

Since April 2021, we've reached more than 13,014,421 people through these methods.



Strategy into delivery continued

Tackling fuel poverty by addressing financial crisis

Fuel poverty is intrinsically linked to household incomes. For those households on the lowest incomes, it's simply not possible to lift them out of fuel poverty without addressing their immediate need to increase how much money they have to survive each month. And we cannot begin to explore longer-term energy efficiency solutions, or even CO safety measures, without first making sure they have enough money to heat their homes and feed their families.

By helping households to access unclaimed benefits and grants, it can mean having enough money to pay the bills, replace a broken appliance or afford the weekly food shop. But claiming benefits also unlocks other financial support, such as eligibility for social tariffs.

This is why crisis support has become an increasing focus of all our programmes. By helping households at their most vulnerable, in times of real and urgent crisis, we become trusted to provide more holistic and long-lasting support to help people stay safe and warm at home for years to come.

Amplifying impact through programme maturity

In reaching the fourth year of our vulnerability strategy, we're able to reflect on what it takes to create and deliver successful programmes.

Designing and mobilising programmes takes time. Many of our Safe & Warm community partners have never worked with the energy sector before or delivered programmes at such a scale. We have an extensive role in supporting partners to address common challenges during mobilisation and set our programmes up for success. Our community partnership managers are key to this, drawing on learnings from other organisations and providing hands-on ongoing support.

In the early stages of the programmes, when we're designing services and recruiting new partner resources, the outcomes can be more modest. But now, our programmes have begun to mature and realise their full potential. This has been aided by the certainty of VCMA funding during this price control, which helps our programmes continue to flourish and evolve year-on-year, amplifying the outcomes for the communities we serve.

More so than in previous years, we've seen a richness to our programmes with our activity fully embedded in both our partner organisations and our communities. This is reflected in the outcomes we've realised this year, having supported 56% more households to stay safe and warm at home than last year. In mobilising so many new programmes in the past year, we know that our outcomes will be even greater in the final year of delivery once these initiatives have also matured.



Listen to the SPFL Trust podcast about our Game Energy programme





Our Safe & Warm partnership network

We're exceptionally proud to have built a network of more than 130 community partners, who are all tirelessly dedicated to supporting those most vulnerable to living in a cold, unsafe and unhealthy home.

We've co-designed programmes with each of our community partners to meet the need identified by our four strategic priorities. We've carefully selected each of these partners, because they are an expert and trusted resource within the communities they serve.

Every partner shares our ambition to unlock all the available routes to support and break down the barriers to vulnerable households maintaining a safe and warm home. By building capacity and addressing gaps in skills and support within these organisations, we're able to deliver on our ambition.

The insight our partners share into the challenges our diverse communities face is invaluable. This insight is integral to our programmes from when we co-design the partnership right through every year of delivery. It's this insight that enables us to adapt to current need, ensuring we're always supporting households where, when and how they need it most.

Through our Safe & Warm partnership network, we're connecting our expert partners to draw on each other's expertise and specialist services. Our network ranges from national organisations to regional charities and hyperlocal community groups, including partners from our joint-GDN programmes. It's important to us that all our partners can participate and benefit from our network.

Our multiple hybrid and in-person events are fundamental to creating a genuine sense of community for our partners. Our Safe & Warm partnership network shares the privilege of supporting those most in need. But for many in recent years, unprecedented socioeconomic pressures have brought burden to this privilege. The advice sector is overwhelmed by the scale of need and can't meet that need alone.

That's where we come in. In facilitating these events, we've created a forum for networking, collaboration and knowledge sharing. We're fostering a community of support organisations that, together, are elevating the collective outcomes we're delivering for vulnerable households.



Winter's End Safe & Warm Partnership Conference 2025

In March 2025, we brought together 149 vulnerability specialist representatives from more than 130 Safe & Warm partner organisations in a hybrid event to explore how to make homes across the UK safer, warmer and healthier.

Experts from the energy, local authority and charity sectors took part in panel sessions and open discussions to share the real-world impact of financial cuts on the communities they're helping, and the daily challenges faced by individuals to keep their homes safe and warm, particularly during the colder months.

Importantly, the day was a chance for all partners to meet and discuss opportunities to collaborate with one another both those who attended in person and those who joined us virtually. Here are some of our partners' reflections on the conference.



The event was inspiring, insightful, and powerful. It was fantastic to see so many organisations in the room and to engage in such open, meaningful conversations. I felt the energy of community spirit and unity, and so I'm proud to have been part of it.



I felt the session was incredibly insightful. It was so good to hear other partners' experiences and understanding of the current issues. The commitment shown by SGN to work with and listen to partners is powerful. Thank you.



Bringing everyone together provided an inspiration and hope that we can make a difference by working together for the common cause of helping vulnerable people overcome fuel poverty.



All partners are in the same boat. It may not be the best boat; however, it's good to know that we are doing as best we can.



We have a shared vision of making impacts to people's lived experiences for the short and long term. As a collective, our voices can and should be used to inform and influence change.



The event truly embodied the importance of collective partnership and how we can strengthen our support to vulnerable communities through learning from each other's experiences, expertise, and services.



79% of our partners told us this winter has been more difficult than last year for the communities they support



Watch to see more from our Winter's End conference

We've collated the insight shared on the day into our [Winter's End Safe & Warm Partnership Conference Summary](#), which is available on our website.



Engaging our stakeholders

We have an extensive and regular stakeholder engagement programme, which ensures we stay focused on the things that really matter to our communities in Scotland and southern England.

We believe we make better decisions in the interests of customers and stakeholders when we understand their requirements, priorities and evolving needs. This valuable insight allows us to deliver real benefits to our communities through our core services and community initiatives.

We attended the National Energy Action (NEA) Fuel Poverty Conference again this year, which is an opportunity to come together with the other gas networks and showcase our VCMA programme through engaging with stakeholders at the exhibition and keynote speeches during the conference.

We regularly and proactively invite our Vulnerability and Carbon Monoxide Steering Group, our Safe & Warm partnership network and other stakeholders to share their feedback through face-to-face and online events.

This year, our joint-GDN VCMA Annual Showcase brought together 315 national stakeholders from 166 organisations to learn more about our partnerships and share insight into how we can expand and improve our support services.

In addition to this, we've continued to host pre and post winter events for our Safe & Warm community partners. This year, in response to feedback, we invited our partners to participate virtually or in-person in these sessions to enable as many people as possible to contribute.

This year, we've introduced new regional networking events that bring together our Safe & Warm community partners at a more local level. By convening partners within regions, we're providing organisations with the opportunity to build referral pathways with their regional partners as well as share real-time insight into the needs of our diverse geographic communities.

Our vulnerability strategy is very much shaped by our customers and stakeholders. As we look ahead to the next price control, we've engaged with our stakeholders more deeply this year to inform our future vulnerability strategy and guide our activity over the remaining years of RIIO-GD2.

We've done this through broad stakeholder events, specialist stakeholder roundtables, deliberate customer research, workshops and customer panels. Our customer research programme was shortlisted in the Market Research Society Awards 2024.

Read more about our stakeholder engagement in our [RIIO-GD3 Business Plan](#).



Watch to learn more about our regional networking events

Engaging our stakeholders continued

Here are some of the key challenges our stakeholders have raised this year and the actions we've taken in response.

You said	We did	You said	We did
You need to provide more support for people with dementia, care leavers, young families, older people and unpaid carers.	We've co-designed a number of new initiatives to increase our support for these priority vulnerability groups with partners including Alzheimer's Society, ADSS, Community Energy Pathways, Independent Age and VOCAL. Through these new partnerships alone, we aim to reach 13,381 households living with dementia, 2,756 care leavers, 42,394 young families, 523,427 older people and 50,000 unpaid carers. This is in addition to our existing partnerships with organisations including Age Scotland, Carers Trust, Sage House, Surrey County Council and The Princess Royal Trust for Carers.	Your fuel poverty and energy affordability activities don't do enough to support households with fuel debt.	We've established new partnerships with IncomeMax and IE Hub, targeted at helping households tackle fuel debt. We've also increased our funding for in-depth energy case worker support through our regional initiatives with Age UK, Age Scotland, Citizens Advice and Citizens Advice Scotland.
In supporting priority customer groups, you have gaps in your work to tackle digital exclusion and language barriers.	Ensuring our services are accessible and inclusive is fundamental to the design of all our programmes. We've also co-designed partnerships that specifically support households who are digitally excluded or find it challenging to access services because of language barriers. Our Digital Kent programme is a dedicated digital inclusion programme, while our deafPLUS and Positive Action in Housing projects engage communities in languages other than English to ensure they're able to fully understand and access energy support services.	You should do more work with charities around CO awareness as they are in the homes of vulnerable customers.	We've developed a variety of training methods to support charities with carbon monoxide awareness, including e-learning packages for frontline workers and healthcare workers, online workshops for frontline workers and face-to-face community training sessions. We've now embedded CO training in all our partnerships, empowering frontline charity workers to confidently recognise CO risk and provide lifesaving safety advice.
You could do more to support priority customer groups by working with local charities.	Through our Safe and Warm Community Scheme, we're helping grassroots organisations supporting financially vulnerable communities with both funding and skills to provide energy advice and energy safeguarding services. To date, through the scheme we've engaged 48 local charities, which has enabled us to reach almost 37,228 vulnerable households with energy triage and crisis support.	We want a better understanding of the material impact beyond SROI, energy outcome reporting and case studies.	Last year, we worked with NEA to pilot new research to gain a deeper understanding of who we're serving and how our support has impacted the lived experience of vulnerable households. We shared this insight with our partners to inform the effectiveness of our collective interventions and amplify outcomes for customers. This year, we've broadened the scope of this Moving the dial research to better understand the pathways to households accessing help and involve 20 partner organisations.
You should be pushing to amend the VCMA criteria to help those not receiving means tested benefits with the servicing, repair and replacement of essential gas appliances.	Together as gas networks, we engaged with Ofgem around widening the eligibility criteria to enable us to act faster to support financially vulnerable customers. In January 2025, the VCMA Governance Document was successfully amended. We've since extended our appliance servicing, repair and replacement support to households who are eligible for means-tested benefits but not claiming those benefits. Alongside this expanded service, we're linking these households with partners for support with accessing unclaimed benefits for long-term income maximisation.	We want more information on what services partners can offer each other and customers.	Our Supporting vulnerable households website hub remains a comprehensive resource for our partners to learn more about each other and services we offer. It's been accessed even more this year, with 8,554 visits to our partnership pages this year alone, adding to a total of 12,746 so far. We've increased the opportunities for partner networking with in-person regional events and hybrid events for our partners across both network areas. We're excited to launch our subject-specific partner spotlight sessions in 2025 to help build skills and open new referral pathways between partners, delivering better outcomes for customers.



Governance and external assurance

We want our strategy to deliver the best possible outcomes for vulnerable communities, so we have extensive internal governance in place to ensure our activity is embedded within our wider business activity. It’s also important to us to look outside of our industry to align our approach with best practice beyond the energy sector.

Our Social Impact and Vulnerability team

Our Social Impact and Vulnerability team is responsible for delivering our vulnerability strategy. Working closely with our frontline engineers, Customer Experience team and Safe & Warm partnership network, the team co-creates initiatives that are leaving a legacy beyond the VCMA.

Our team has a diverse skill set gained from both within our company and outside our sector. This extensive and complementary expertise means they’re uniquely placed to understand and meet customer need. Together, they share an unrelenting passion for helping vulnerable households.

Internal governance

Our Social Impact and Vulnerability team is accountable for delivering our vulnerability strategy, with guidance and oversight from our Board of Directors, Independent Stakeholder Group (ISG), Stakeholder, Environment, Social and Governance Committee (SESG) and our Vulnerability and Carbon Monoxide Steering Group (VSG).

Our Vulnerability and Carbon Monoxide Steering Group

As our vulnerability support strategy has matured, so has the role of our Vulnerability and Carbon Monoxide Steering Group (VSG).

In a first for the energy industry, we established our specialist VSG at the start of RIIO-GD2 to guide how we use the VCMA funding and ensure our support delivers genuine and valuable impact to those most in need of help to stay safe and warm at home.

As our Safe & Warm partnership network has grown in recent years, we’ve been able to access more insight about the communities we serve to supplement specialist insight from our VSG.

With this, the role of our VSG has changed to look beyond our current activity. It has evolved from helping us to refine the detail of our programme to now helping us steer the strategy as we prepare for our role in the next Ofgem price control period. Also, reaching beyond the next price control, the VSG is working with us to assess which groups are at risk of being left behind in the energy transition and how we can ensure vulnerable households benefit from the journey towards net zero.

Reflecting on the evolution of the group, we’ve worked together to review its membership. Thank you to Rose Ann O’Shea who has shared valuable insight and expertise in recent years. In her place, we welcome Bridget Newbery. As Head of Local and Community Empowerment at the Centre for Sustainable Energy, Bridget brings extensive insight into the needs and barriers our diverse communities face in the clean energy transition.



CC

I’m very proud to have worked with SGN as chair of the VSG and what has been achieved together. I am particularly delighted that with the extra FPNES funding SGN has been able to grow their Safe & Warm partnership network and supported over 766,950 households providing almost £68m of social value over this price control period so far.

This journey has proven how well placed SGN is in supporting people in and at risk of fuel poverty and those in their communities living in cold unhealthy homes, through their direct interactions in customers’ homes and through the partnership network they have developed. Going forward, the VSG will continue to play a critical role in bringing their independent expert knowledge to the table providing guidance and insights to SGN to help support people with growing complex needs in a very uncertain environment.

Christine Tate

Christine Tate,
Vulnerability and CO Steering
Group Chair



Governance and external assurance continued

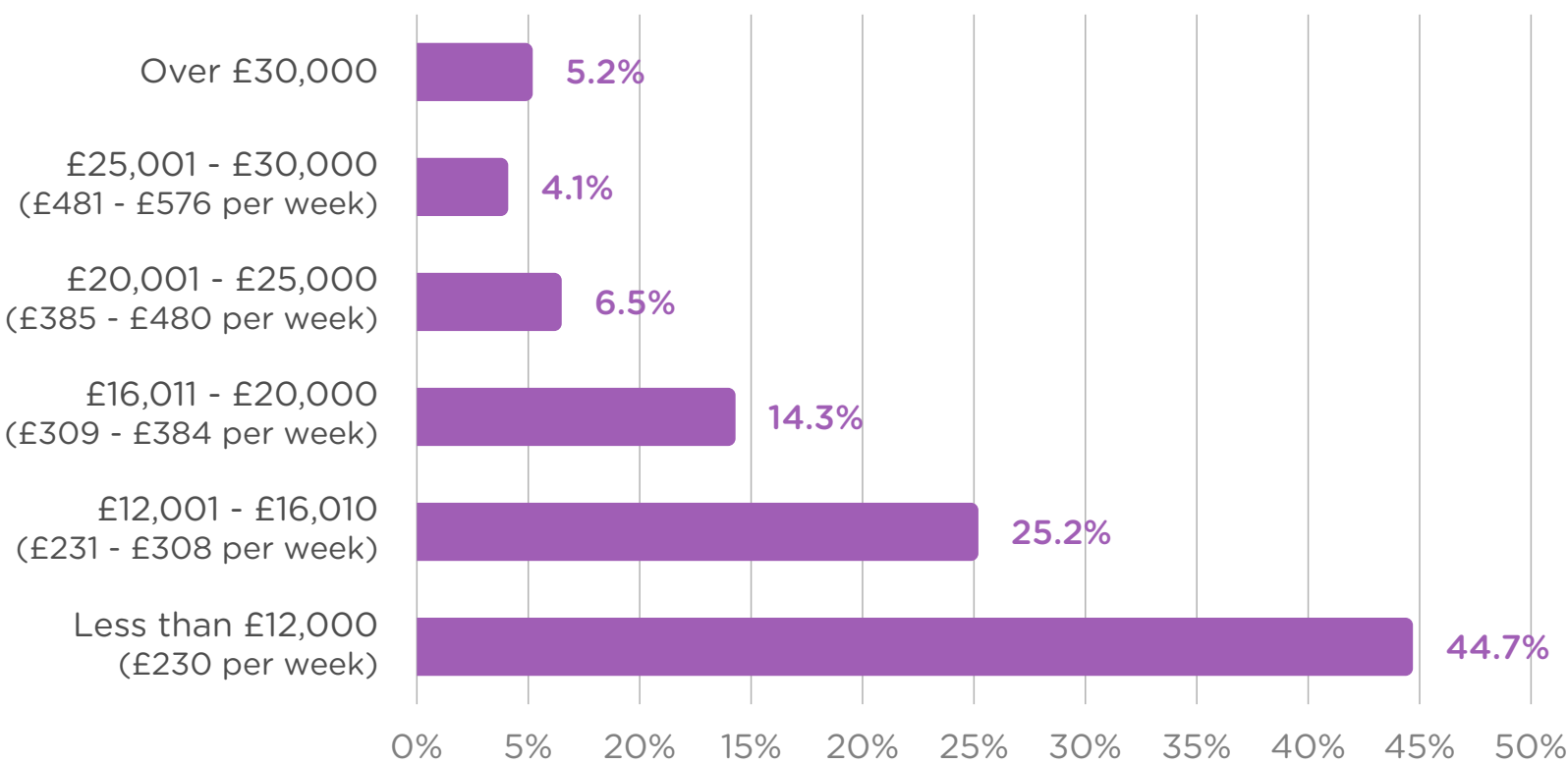
Moving the dial

We're working with National Energy Action (NEA) to survey beneficiaries of our VCMA partner-delivered services across both our network areas to understand how the support has impacted the lived experience of vulnerable households. This insight not only shapes our activity, but we share these outputs with our partners to inform the effectiveness of our collective interventions and amplify outcomes for customers.

It's clear from this research that our advice and support is effectively reaching some of the lowest-income households in our communities. As a result of our services, we've seen an improvement to the subjective fuel poverty status of respondents, with the number of households who were unable to keep their home warm reducing from 52% to 36% after our support. Meanwhile, the number of households who are now able to easily heat their home during the colder months increased from 7% to 15%.

Key insights this year

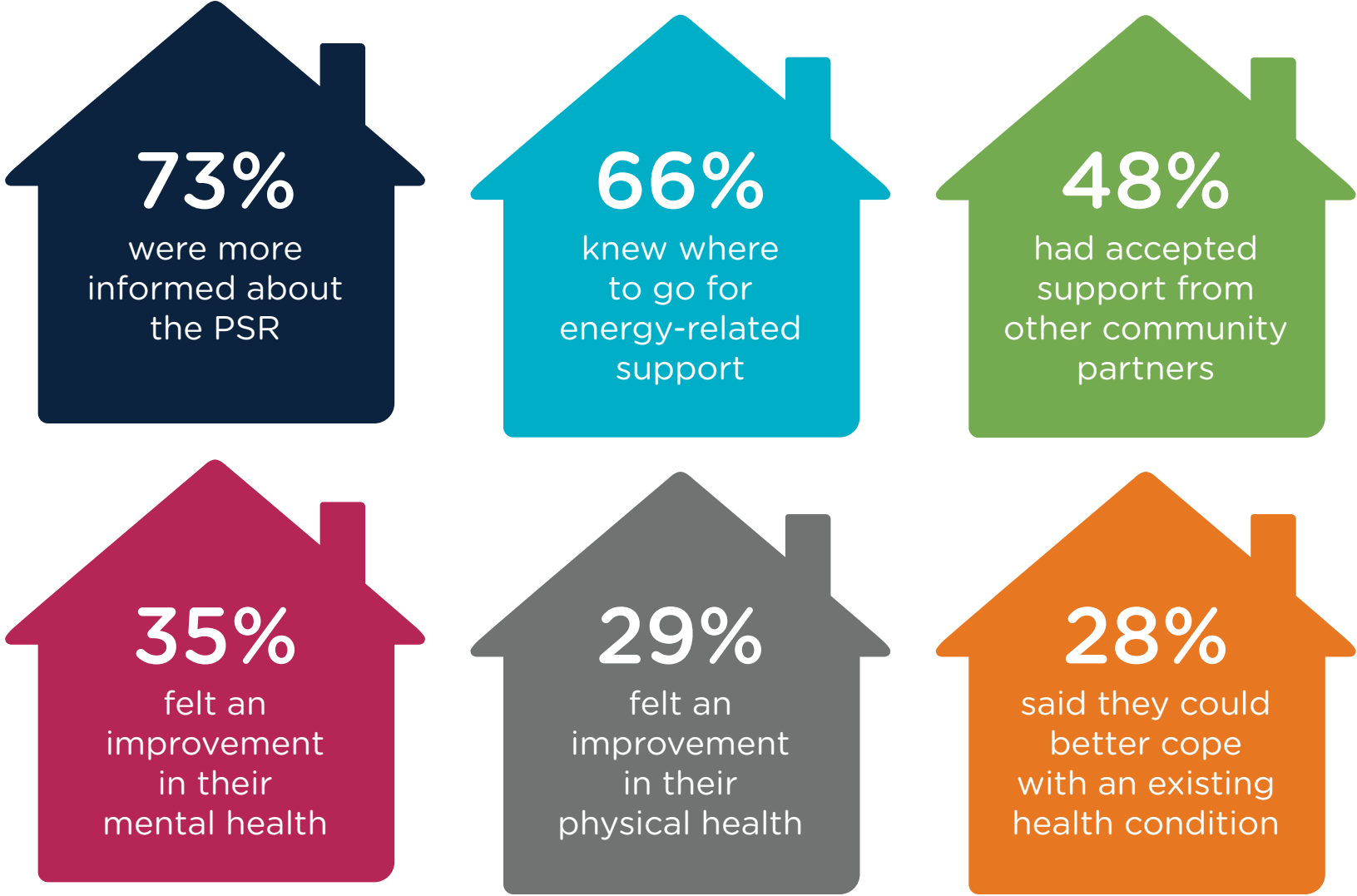
Our 'Moving the dial' research by National Energy Action identified we're effectively reaching the lowest-income communities. Our programme participants were predominantly from households with an annual income of less than £12,000.



Read our full [Moving the dial](#) report findings on our website



After our help:

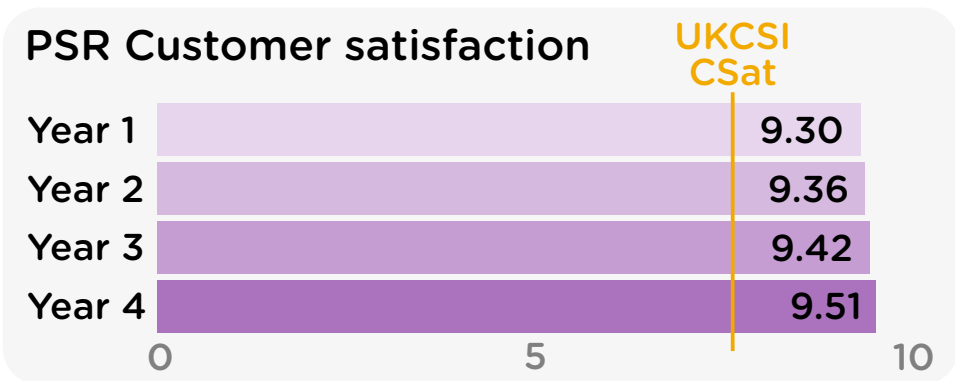


Governance and external assurance continued

PSR CSat

Customer satisfaction, for all gas networks across Britain is independently measured by Explain Market Research, through telephone, postal and online surveys. This measures how we look after customers when we're carrying out our operational activity, during emergencies, new connections and planned maintenance. Year on year, we strive to improve satisfaction which is reflected in our continued industry-leading scores.

This year, we've achieved our best ever performance for our PSR customers at 9.51 out of 10. In comparison, the latest UKCSI UK Customer Satisfaction Score for January 2025 is 7.61 out of 10.



BSI Kitemark

We've achieved BSI accreditation for the ISO 22458 Inclusive Service Kitemark (Energy Provision) for the second time this year, building on four years' verification of the British Standard BSI 18477. This scheme demonstrates our commitment to accessible services for all our customers tremendously.



CCA Global Accreditation

For the seventh year running, we've achieved the CCA Global Accreditation for Customer Experience for our commitment to excellent customer service. The CCA Global Accreditation process is a rigorous evaluation that drives continuous improvement, demonstrating an organisation's long term commitment to best practice in customer experience.



Awards

We're extremely proud to have been recognised with three national awards this year:

- **CCA Global Excellence Awards 2024** - Gold Award for Most Effective Vulnerability Strategy
- **UK Customer Experience Awards 2024** - Gold Award for Best Employee-Driven Customer Experience
- **UK Customer Experience Awards 2024** - Bronze Award for Customer Experience Team of the Year





Explore our partnerships

We're extremely proud of our extensive and mature programme portfolio. Over the following pages, you'll learn more about each of our initiatives and the outcomes we've achieved for vulnerable households this year.

Reporting on our project progress

Within all four of our priority areas, we've detailed both the projects we're delivering within our regions, as well as the programmes that we're delivering jointly with one or more of the other gas networks.

Together with our partners, we've reviewed our progress against agreed outcomes and deliverables. We've also summarised our learnings and dissemination.

We've included key financial information for each project. We use the following metrics consistently throughout our reporting:

- **Investment** – our committed spend to date
- **Social return on investment (SROI)** – the forecast additional value gained from social, environmental and economic benefits per £1 invested
- **Net present value (NPV)** – forecast value minus the cost to deliver the project



To find out more about our programmes, including how to refer your clients or get in touch about collaborative opportunities, click the link in the QR code to visit the dedicated project page on our website.

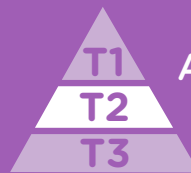
As you're reading the following pages, please look out for the following symbols:



Project duration



Local delivery area



Average cost to serve model



New project



In progress



Completed





Providing services beyond the meter

Our engineers are invited into thousands of homes each year, as they respond to gas emergencies, upgrade gas pipes and connect households to our network.

We are among very few organisations to step through the front door and engage with people in their homes. And often, we're doing this when the household is at its most vulnerable.

When a household wakes up to a smell of gas, it's us they call. In this emergency situation, there's no time to tidy the house or prepare for visitors. When our engineers enter homes, they're seeing the household as it really is. It's insight that other support organisations, such as local authorities, aren't always able to have.

Stepping through the front door

Our engineers have a privileged role within our communities in being trusted to go into homes. And it's not a responsibility they take lightly.

Increasingly, our engineers are met with households unable to keep their home warm and struggling to make ends meet. Time and time again, our engineers tell us they never want to walk away from a customer in need.

We've developed our direct support services to provide immediate and longer-term support, so our frontline teams can feel confident that they're leaving the household better supported than when they arrive.

Never walking away

After our engineer leaves, our customers are in the safe hands of our Careline team. Our highly experienced advisors work with the customer to create a unique package of support that addresses their personal needs and circumstances.

We've expanded our Careline service by establishing a depot-based Safe & Warm community team, who support our frontline teams on the doorstep. Developed from a pilot in winter 2022, our Safe & Warm community team is now a fundamental part of our direct support service offering.

72,492

households
supported since
2021



Watch to hear from our
frontline teams





Expanding our services

This year, we've enhanced our existing direct support services as well as introducing new services such as funded appliance servicing.

We identified that when households are struggling financially, paying for basic safety checks is an expense that many were cutting back on, especially vulnerable customers. We're now offering appliance servicing to vulnerable households who haven't been able to get their appliance serviced in the past 12 months. By doing this, we're keeping customers safe in their homes and preventing a potential emergency with time off supply.

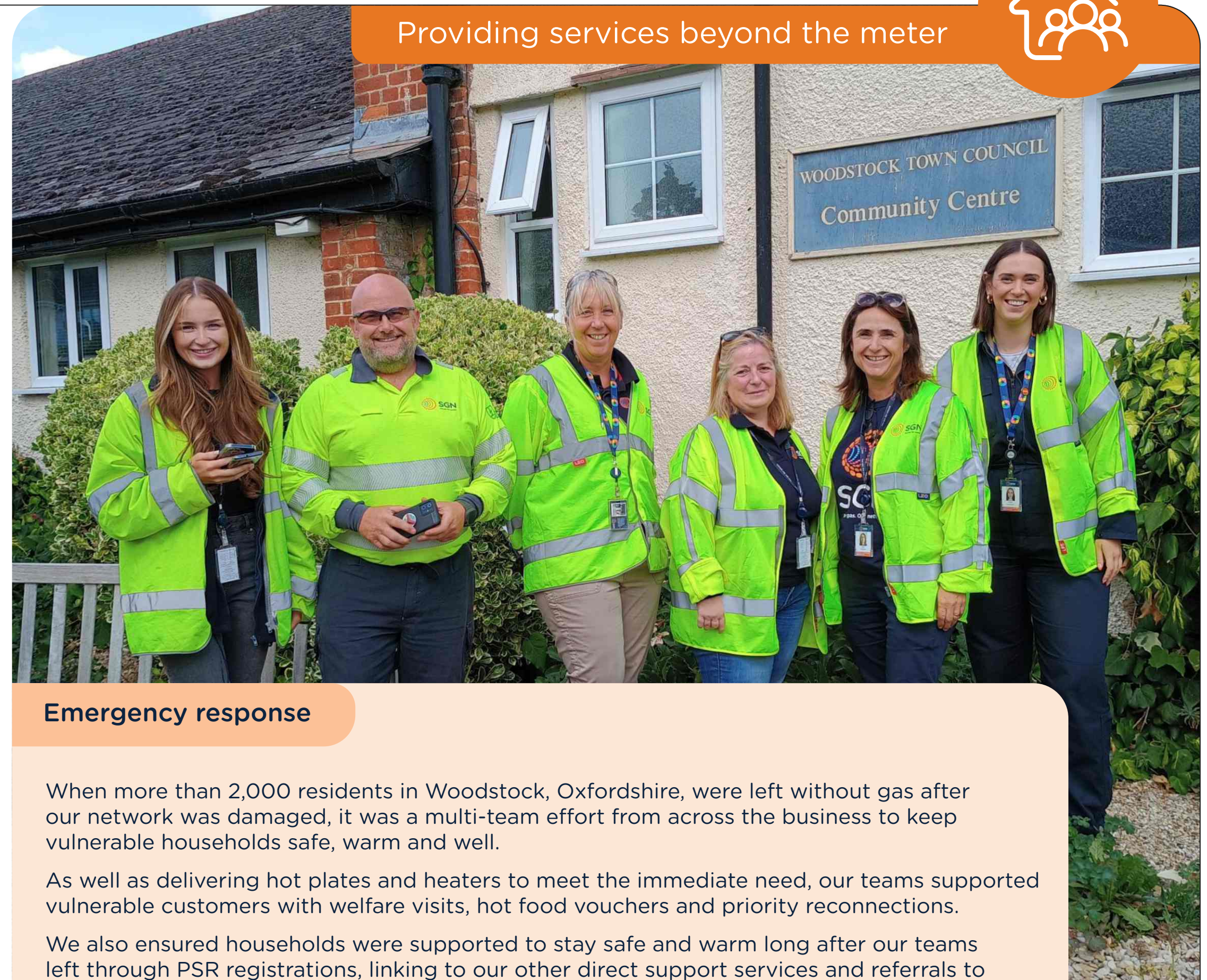
We've been able to broaden the eligibility criteria for our Care and Repair service following changes to Ofgem's eligibility criteria. After recognising households were missing out on much-needed support when they fell out of the criteria for income-related benefits - by even as little as £5 - we came together with the other gas networks and the regulator to progress this change.

Beyond our statutory requirements, we've expanded the heating appliances that we provide to vulnerable households if they're off supply. While we already provide households with hot plates and heaters, we now offer oil-filled radiators and electric blankets when these are more appropriate.

Partner support

We benefit from the support and expertise of our Safe & Warm partnership network, when it comes to providing our direct support services. Our frontline teams are increasingly encountering households needing mental health support and thanks to our partnership with Mental Health UK, our customers can benefit from dedicated mental health, money and energy specialist advice.

This year in particular, we've seen an increase in households struggling with hoarding. Our unique relationship with fire and rescue services across our network ensures that if our frontline teams visit a customer and there are concerns around hoarding, we have the expertise available through the fire and rescue services to visit homes to carry out safe and well visits. As well as supporting customers living in hoarding situations, the fire and rescue services also carry out other safety checks to ensure customers are safe, supported and can remain independent in their own home.



Emergency response

When more than 2,000 residents in Woodstock, Oxfordshire, were left without gas after our network was damaged, it was a multi-team effort from across the business to keep vulnerable households safe, warm and well.

As well as delivering hot plates and heaters to meet the immediate need, our teams supported vulnerable customers with welfare visits, hot food vouchers and priority reconnections.

We also ensured households were supported to stay safe and warm long after our teams left through PSR registrations, linking to our other direct support services and referrals to our Safe & Warm community partners.

It was through one of these partnerships that we were able to get helped for an overwhelmed carer whose mum was living with advanced dementia and nearing end of life. By our onsite team quickly recognising the customer needed specialist support and referring them to Age UK Oxfordshire, the family was able to receive the help they desperately needed.



Our frontline engineers

We have almost 1,000 frontline gas engineers keeping customers safe and warm across our regions.

In an emergency, our frontline engineers are the first to step through the front door. Alongside our emergency response service, we're also working in communities to upgrade 857 km of gas pipes this year and connect 6,311 households to our network.

Our Mains Replacement and Connections engineers share the same dedication to never walk away from a customer in need. This mindset also extends to our contractor partners who upgrade our networks in the south of England and are just as committed to looking after our customers.

Our contractors have joined us in focus groups with our Safe & Warm community partner NSPCC to help shape and improve our safeguarding policies, while also being audited alongside us as part of our annual BSI accreditation for the Energy Provision Kitemark.

All our engineers – whether attending an emergency or upgrading our network – are empowered to do what's needed to keep customers safe and warm. This is evident from the 76% increase in referrals from our frontline teams in the past year for our additional services, up from 7,433 last year to an extremely impressive 13,056 referrals this year.

Our frontline teams have the skills and capability to identify and empathetically support vulnerable households, despite the safety-critical and often urgent nature of their operational role.

Customer story

“When our carbon monoxide alarm went off, **Dan Lowery** arrived very quickly and very promptly. He found what seemed to be a gas leak but soon discovered one of our gas burners on the hob had been left on by accident. We were embarrassed and felt stupid, but Dan was very kind, patient and understanding.

He then did all the checks again to ensure the gas leak had gone once the burner was off. He then explained what he had done and how to call British Gas to have the boiler serviced and our gas supply uncapped. When we mentioned we couldn't get through on the phone, Dan pulled out his own phone and shared the correct number.

All of this was brilliant customer service, but Dan hadn't finished.

He interacted wonderfully with our seven-year-old who is autistic. Dan recognised our son was vulnerable and advised we inform British Gas to ensure we are a priority in the future. He also updated your system to reflect this.

I would like to stress that this is just about the best customer service I have ever had. If it was in my power to implement a raise or a promotion for Dan, I would do both. He helped us with a very serious issue and recognised my son should have extra help. Dan went far more than the extra mile for our family in a very stressful and taxing situation.”

Mr X, London





Our Careline team

Our award-winning Careline team is a dedicated team of customer service and vulnerability experts with the sole purpose of looking after vulnerable customers.

When an engineer identifies a vulnerable household in need of support, they can refer the customer to our Careline team for extra help. Our experienced advisors take the time to fully understand the household's unique needs – whether that's safeguarding, financial or wellbeing – and create a tailored package of support, drawing on our range of direct support services and those offered by our 134 Safe & Warm community partners.

Often these conversations with vulnerable households are highly personal and highly sensitive, and our Careline team expertly handles this with care and empathy. We're continually investing in the team's skills with specialist training from partners including Age Scotland, Greener Kirkcaldy, Kidney Care UK, Mental Health UK, NSPCC, Scope and YES Energy Solutions.

All our Careline team are driven by wanting to genuinely make a difference for vulnerable households. This year, the team has supported 12,650 households through referrals from our frontline engineers and proactively engaged with 5,989 households using PSR data.

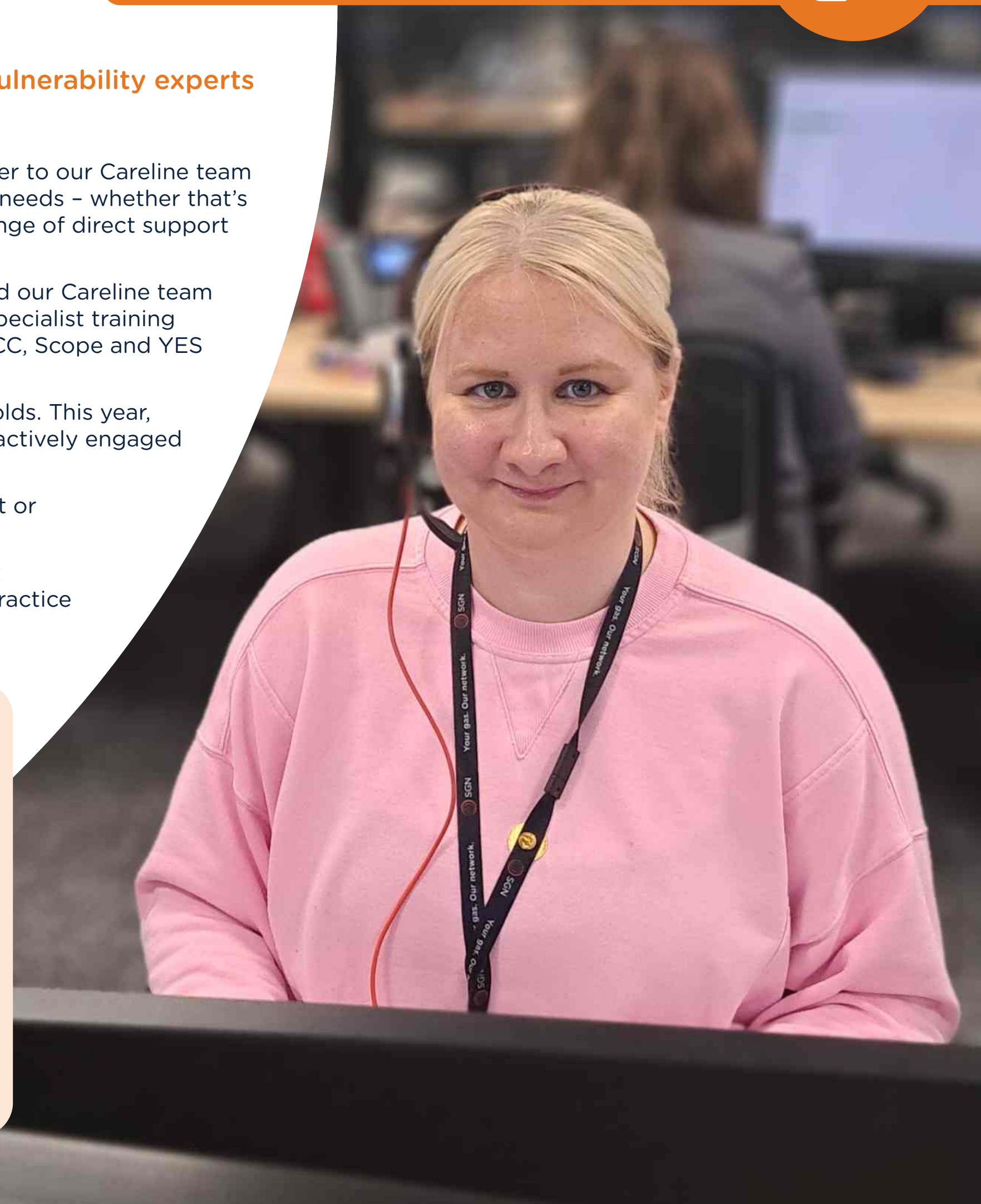
Following this engagement with our Careline team, we've connected households with 9,000 direct or partner-delivered support services, such as energy efficiency advice or debt support.

We were the first gas network to adopt this approach of establishing a dedicated team to support vulnerable customers. Since we pioneered this approach in 2020, it's now been adopted as best practice by other gas networks.

Customer story

When our frontline gas engineer visited Mr T in the early hours of the morning in February, he was met with a customer who was isolated, lonely and dealing with suicidal thoughts. As well as immediately contacting the emergency services, our engineer also referred Mr T to our Careline team knowing they would support him that same day.

Our Careline Advisor **Sarah Miller** called Mr T to offer him help with his mental health and financial concerns. By taking the time to build trust with Mr T, Sarah was able to ascertain his living situation and identified a range of appropriate services from our Safe & Warm community partners. In addition to referring Mr T to Scope, IncomeMax and his local fire and rescue service for a Safe and Well visit, Sarah went beyond our partnership network. With his permission, she engaged with the relevant authorities to make sure he was supported through social workers moving forward.





Our Safe & Warm community team

Our Safe & Warm community team supports our frontline engineers by delivering face-to-face help and advice to customers on their doorstep.

Delivering complex engineering projects to upgrade our gas networks means we're often working in communities for weeks or months at a time. We become a trusted authority within our communities and that makes us uniquely placed to support vulnerable households.

Building on the success of our Careline service, our Safe & Warm community team helps vulnerable households access a network of services to help them maintain a safe and warm home. The team works alongside our operational colleagues, visiting customers in their homes to provide support tailored to their individual needs. This could be registering our customer for the PSR, providing energy efficiency advice, raising awareness of carbon monoxide safety or even providing a free carbon monoxide alarm.

As well as offering direct support services, our Safe & Warm community team identifies additional opportunities to refer households to our Safe & Warm partnership network for specialist support. The team is also able to direct customers in energy crisis to local support services, including warm spaces and other local community resources.

This year, we've more than doubled the team, recognising the benefit this service is bringing to our communities. We now have advisors embedded in each of our operational depots, dedicated to supporting our local communities and serving the unique needs of our diverse geographical footprint. Collectively, our Safe & Warm community team has visited 13,049 homes and supported 7,666 customers this year.

Customer story

When our Safe & Warm Community Advisor **Scott Macphee-David** met with Mr A, he was relying on electric fan heaters, which made his home cold and uncomfortable. Through open and honest conversations, Scott built trust with Mr A to understand the extent of his struggles. He referred him to Home Energy Scotland for support with his energy debt, energy efficiency improvements and advice on managing his costs. Scott also arranged a food voucher to ease his financial worries for that week and provided him with an oil-filled radiator and a heated throw for more efficient and affordable warmth in his home.

By offering both practical solutions and emotional support, Scott helped Mr A feel more in control of his situation and understand that there are still organisations and people in our communities that want to help. This support and knowledge eased his immediate concerns and connected him to resources for long-term assistance.



Watch to hear from our
Safe and Warm community team





Our Care and Repair service

We'll always make the situation safe when we're called to a gas emergency. If the issue is with a faulty appliance or internal pipework, this means we must isolate the appliance or supply until it's repaired or replaced by a Gas Safe registered engineer.

Many vulnerable households are unable to meet this unexpected cost or find it challenging to arrange a repair. Through our Care and Repair scheme, we're able to support customers through every stage of arranging the repair, including identifying funding schemes to cover the repair costs. If there's no scheme available, we'll provide emergency funding to ensure vulnerable households are not left without gas indefinitely because they can't afford the unplanned repair or replacement.

Gas Safe registered engineers from our delivery partner Universal Gas Solutions will repair or replace the faulty appliance or pipework, or service the appliance as required.

If we need to isolate the gas supply to a vulnerable household due to a suspected or confirmed carbon monoxide leak from an appliance, we'll carry out a CO safety check in line with CMDDA1 and

the associated procedures. If these tests identify CO from a faulty appliance, where eligible, the engineers can repair or replace it for the customer and reduce the amount of time the customer is without their gas supply.

This year, Ofgem has broadened the criteria for customers eligible for appliance repairs and replacement. Now, we're able to offer this service to any PSR-registered household, as well as any household on income-related benefits who is struggling to pay for repairs.

This has resulted in a significant increase in households we've been able to help this year. More than half of the financially vulnerable customers we've supported since January 25 – 56% of households – would not have been eligible for our help last year and would have fallen through the gap in support.

Customer story

"I just wanted to say Thank You to SGN and in particular **Graham Brake**.

After a call about the smell of gas, Graham came round and inspected the gas pipeworks and boiler.

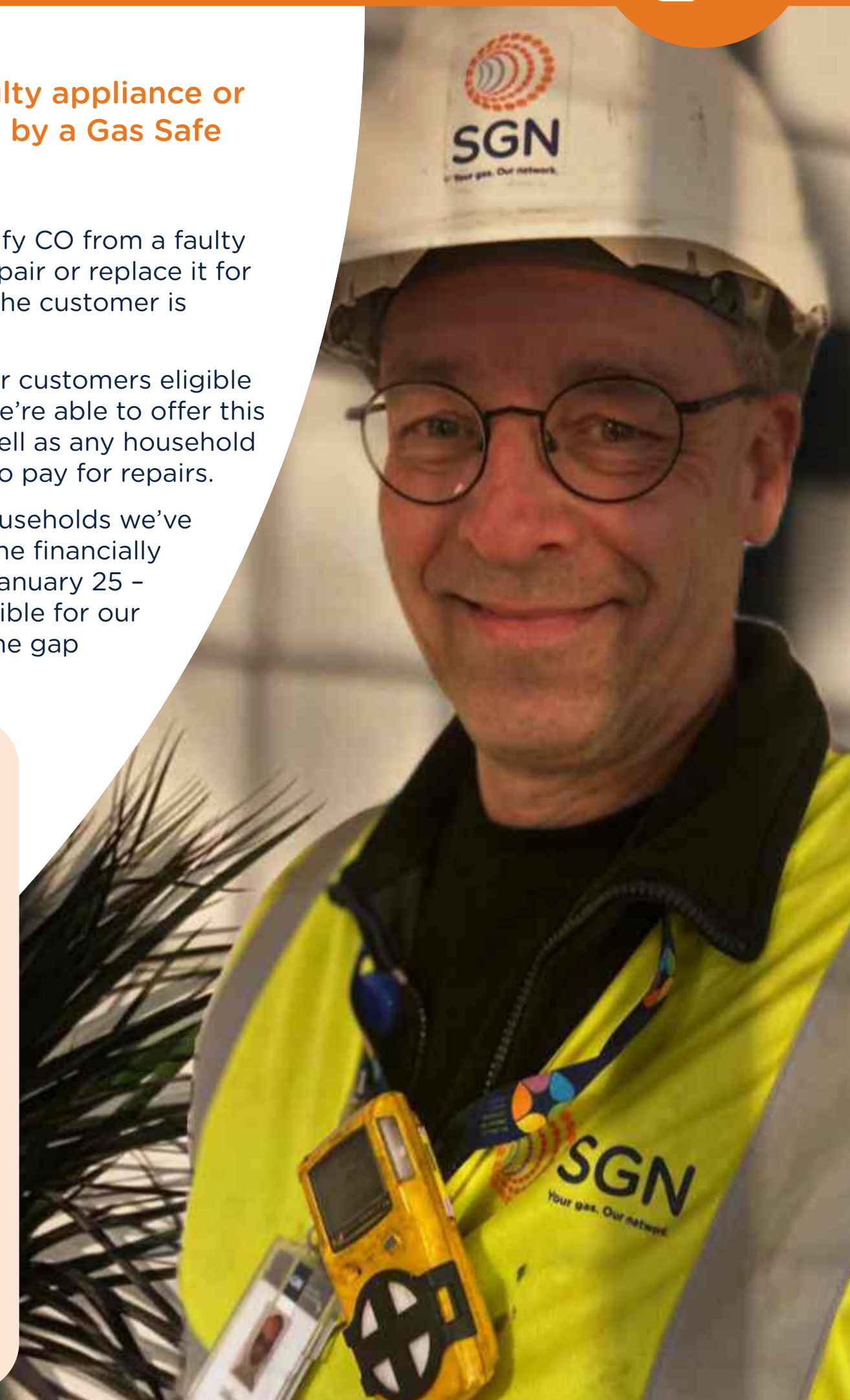
There was unburnt gas escaping from the flue. He had to condemn the boiler and turn the central heating off. I was devastated. The last 18 months had been atrocious, including a separation and a brain haemorrhage. I said I didn't think I could cope.

Graham was reassuring, kind and compassionate and talked me through exactly what needed to be done. As the single mum of a minor, on a low income, who had experienced a major health issue, he explained I should've been on the vulnerable list and would qualify for help. He filled in the necessary paperwork and talked to someone there and then to arrange a new boiler.

It was if someone had waved a magic wand. I just wanted to say how grateful I am to him, and also to SGN for the vulnerability initiative. Both have made a significant difference to my well-being. In this age of cutbacks, I hope the scheme continues, so that others who are vulnerable are offered the same care.

THANK YOU SGN. THANK YOU GRAHAM."

Ms C, Bridport





Extra care support services

Partnership ambition

We aim to support a minimum of 20,000 customers every year through our range of extra care support services. In addition to providing direct welfare services and onward support for vulnerable households, this programme also includes supporting customers through our Careline and Safe & Warm community teams, delivering our Care and Repair scheme and training for our frontline teams.

Partnership progress

Since April 2021, we've provided energy safeguarding services and onward support for 72,492 vulnerable households. Our achievements this year have been a combination of our frontline teams identifying 13,056 households for additional support services, our Careline team proactively engaging 5,989 customers, as well as our ever-growing Safe & Warm community team visiting 13,049 customers at their doorsteps.

Learning and dissemination

Our Safe & Warm community team has gone from strength to strength, responding to genuine need in our communities for tailored energy safeguarding support on the doorstep. We've more than doubled our team this year, with advisors now embedded in all our operational depots. We're extremely proud that our trailblazing extra care support services have been recognised again externally this year, receiving the Gold Award for Most Effective Vulnerability Strategy at the CCA Global Excellence Awards 2024 and the Gold Award for Best Employee-Driven Customer Experience at the UK Customer Experience Awards 2024.

SGN investment:
£4,096,724



SROI: £2.34
NPV: £6,443,226



NSPCC Collaborative GDN Project

Partnership ambition

As gas networks, we partnered with the NSPCC to educate our colleagues on how to spot potential child mistreatment and empower our engineers to speak up for at-risk children. Through 'It's Your Call' training for our colleagues and contractors, we worked to raise awareness and share techniques on spotting potential child mistreatment. We also provided the NSPCC with fuel poverty and CO awareness resources to support families in need.

Partnership progress

We've raised considerable awareness of carbon monoxide safety across the NSPCC nationally. CO training for NSPCC teams and its network of frontline workers has been rolled out to 3,972 people since our partnership began, of which 593 were based in our two regions. As well as this, the NSPCC distributed 3,472 essential CO alarms to families in need, including 980 in our regions.

Learning and dissemination

While the rollout of 'It's Your Call' training was slower than anticipated due to operational constraints, we've benefited from NSPCC's expert resources to ensure our frontline teams know how to identify and support a child in need. Following the NSPCC's independent review into each gas network's child safeguarding processes, which included a series of cross business workshops, we're working on embedding a new pan-industry safeguarding process by the end of July 2025.

SGN investment:
£115,396
Joint-GDN investment:
£505,965



SROI: £2.17
NPV: £995,750





Supporting priority customer groups

Some communities find it more challenging to access help without trusted support and are more impacted by living in a cold and unsafe home.

Supported by our Vulnerability and CO Steering Group, strategic partners and research, we've identified 11 priority customer groups most in need of our help to maintain a safe and warm home:

- Carers
- Critically ill people
- Digitally and culturally excluded groups
- Disabled people
- Families with young children
- Financially vulnerable people
- People at risk of homelessness
- People with mental health conditions
- Older people
- Those with health conditions made worse by living in a cold and unhealthy home
- Young people

You can learn more about how we're supporting some of these priority groups over the coming pages, as well as details of our individual programmes that target support to these communities.

Deepening crisis in our communities

The ongoing and deepening cost-of-living crisis is plunging more and more households into debt and vulnerability. The UK Poverty 2025 report from the Joseph Rowntree Foundation identified families with children, minority ethnic groups and disabled people as groups with unacceptably high rates of poverty.

Energy debt is at its highest level since 2012, which is being compounded by policy changes further squeezing household budgets, including the Winter Fuel Payment and other benefits that help vulnerable people.

We're increasingly hearing from our Safe & Warm community partners that our communities are becoming resigned to everyday poverty. At our Winter's End conference in March, many of our partners reported how the acceptance of poverty and normalisation of being without is becoming prevalent among the vulnerable households we're supporting.





Supporting priority customer groups

Shaping partnerships for community need

Our priority customer groups are not defined by whereabouts in the country they live. However, the support available to them can differ depending on whether they live in our Scotland or Southern network area.

Where our expert community partner operates in just one of our regions, we've identified a similar expert partner to provide comparable support to customers in our other network area. This ensures we're able to support our priority customer groups, regardless of where they live.

We've also formed partnerships with expert organisations that operate nationally, and not just within our two regions. With this, we proactively invite regional utility companies and the other gas networks to join these partnerships.

Our joint-GDN programme with Mental Health UK is an example of one of our regional programmes, which we've expanded from our initial pilot to include all the gas networks. Together this year, we've supported 2,058 people with mental health conditions nationwide to use energy safely, affordably and efficiently.

Reaching new priority groups

Through research and stakeholder insight, we identified three new priority vulnerability groups last year. These were unpaid carers, people at risk of homelessness and people with health conditions made worse by living in a cold and unhealthy home.

We've launched multiple new programmes this year to target these groups, including partnerships with Carers Trust, Shelter and Energy Systems Catapult.

We also have three more partnerships launching in 2025 to provide even more support to these three groups. These are highlighted as 'New for 2025' in the coming pages.



Opening up access to support

The Priority Services Register is a key mechanism for us to identify and support priority customer groups. By registering vulnerable households for the free service, we can provide tailored additional support if the household is without their gas supply in an emergency or because of planned work.

Depending on the household's need, this could see us provide electric heating and cooking appliances, proactive extra care from our Careline team or even alternative accommodation to keep our customers safe and warm while they're without gas.

Beyond our support, the PSR opens up the door for customers to receive extra help from their electricity network operator, energy suppliers and water companies too.

Raising awareness of the PSR and aiding registrations is integral to our Safe & Warm community partnerships. By training frontline workers at our partner organisations on the support available through the PSR and how to identify and register eligible households, we're leaving a legacy beyond our current programme.





Critically ill people

Individuals living with a terminal illness or those who've lost a loved one shouldn't have to worry about how to afford keeping their home warm. Yet for many, this is a devastating reality.

People who are seriously ill or have a terminal illness often have to spend more to heat their homes, at a time when they're also facing significant changes to their household incomes.

On top of this, the cost of powering essential medical equipment, such as ventilators, hoists and food pumps, has soared during the cost-of-living crisis, putting considerable financial and emotional pressure on already vulnerable households.

Understanding need

Through all our partnerships supporting terminally ill households, we aim to raise awareness of the PSR and encourage households to share their circumstances with us, so we're best placed to respond quickly and support them in the way they need if they were ever without their essential utilities.

Training for palliative and hospice care professionals

Beyond PSR training, we're increasing the capacity of trusted bereavement organisations to offer energy efficiency advice and income maximisation support through hospices, hospital, helplines and at home.

We've upskilled 137 palliative and hospice care professionals at Together for Short Lives to identify and support families of critically ill children to sign up to the PSR due to their specialist medical and energy needs at home, as well as recognise families who may also be facing fuel poverty.

Supporting critically ill children

Through our partnership with Children's Hospices Across Scotland (CHAS), we've visited 591 families of children with a life-limiting illness to provide energy advice at home. The home visits help with identifying detailed information for the PSR, as well as lifting households out of their immediate energy crisis and ensuring families can maintain a safe and warm home longer term alongside caring for their child.

Easing energy bill worries

We've been proudly leading a joint-GDN programme with Marie Curie since 2022. Through the charity's Energy Support Officers, nationally we've supported 5,884 households with energy-related issues so far. Benefit and income maximisation checks have resulted in £2,905,781 worth of financial gains for people living with a terminal illness.



Our new partnership with Sue Ryder will provide one-to-one energy safeguarding advice to more than 5,000 people who are facing death or living with grief. Just six months into the programme, we've already supported 1,670 households through their hospices, community nursing teams, Grief Kind Spaces, Bereavement Support and shops.

Similarly, by partnering with Cruse, we're supporting bereaved people with energy safeguarding interventions enabling 8,000 families to focus on their mental health and wellbeing while grieving, rather than worry about fuel bills.



Watch to hear Cruse explain why bereaved people need our support





People at risk of homelessness

When most people think of homelessness, they think of rough sleepers. The reality is thousands of people across the country are struggling financially to the point where losing their home is a real risk.

It's the working mum living with her two children in temporary accommodation because she can't afford to privately rent. It's the recently divorced man, 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 energy prices continue to rise, forcing them to decide between paying their rent or heating their home.

Identifying hidden need

From research and insight from stakeholders, including our VSG, we identified people at risk of homelessness as a key customer group in need of our help to maintain a safe and warm home, launching three targeted support programmes this year.

Many 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. By helping households when they're at risk of losing their home and at a point of most extreme crisis, our interventions for these households are some of the most impactful of all our programmes.

Pioneering national partnerships

We've joined together with Shelter and Britain's three other gas networks to support vulnerable people either at risk of or already experiencing homelessness and the associated financial issues, such as fuel poverty, debt, and other arrears.

Our programme will support more than 57,000 households over 12 months from providing emergency support for people at immediate risk of becoming homeless to longer-term personalised income and debt support. In the first four months of the programme, we've already helped more than 1,000 people with services including debt reduction and accessing unclaimed benefits.

Keeping households in their homes

As part of our new joint-GDN programmes with YCMA, we're helping households maintain their homes by collectively investing £1.3 million in cost-of-living support to help around 164,000 individuals and families to build a more secure future.

Supporting care leavers

Young people leaving care are at higher risk of homelessness as they transition into independent living for the first time.

Our partnership with financial education expert Money First delivers direct financial education to vulnerable young adults aged 16 to 25 to build financial resilience and avoid families becoming fuel poor in future.

We've partnered with Money First, formerly known as MyBnk, since 2021 and have supported 971 care leavers through its Money House programme so far both through our initial programme and an extended collaborative project with Cadent.

In April 2025, we'll also be launching a new programme with Community Energy Pathways to reach care leavers with online workshops to provide in-depth energy efficiency and income maximisation advice.





Older people

Older people are particularly at risk of fuel poverty, as they spend more time at home and often need to consume more energy to keep warm.

We've learned that while older people are more vulnerable to the impact of living in a cold or damp home, they're less likely to live in an energy-efficient home, have their gas appliances routinely serviced or be aware of energy support schemes.

Increasing household incomes

Many older people aren't aware of the support available to help them with essential household costs, such as Pension Credit. Billions of pounds in benefits go unclaimed by older people each year.

Income maximisation is central to our programmes for older people. Demand for this support has been higher than ever this year with the changes to Winter Fuel Payment eligibility. Our partner Age Scotland identified record levels of unclaimed benefits through its helpline in 2024 and a 34% increase on the previous year.

Changes to Winter Fuel Payment eligibility

Households in England and Wales are no longer entitled to the Winter Fuel Payment from winter 2024-25, unless they receive Pension Credit or certain other means-tested benefits.

The Department for Work and Pensions estimated this change would mean 1.3 million households eligible for Winter Fuel Payment, compared with 7.6 million households before the change to eligibility.

Responding to eligibility changes

We've increased our income maximisation activities to support the increasing number of older households who have experienced stretched household incomes as a result of eligibility changes.

For example, within our joint-GDN programme with Age Cymru, Age Scotland and Age UK, we've invested dedicated funding to help older people navigate applying for pension credits and means-tested benefits.

Adapting to customer need

A common theme among our programmes for older people is a reluctance to accept fuel vouchers or fuel voucher credit for those not on pre-payment meters, even when they're facing extreme crisis. We're now offering heated blankets and warm packs as additional support options through our funded warm spaces and partners such as Age Scotland.

Introducing new programmes

We've launched a new programme with Independent Age to help 523,427 older people in southern England facing financial hardship, ensuring they can afford essentials – like energy – without compromising their safety and wellbeing.

Through our awareness-raising campaign and one-to-one support, we're addressing both immediate safety concerns, as well as long-term energy efficiency and financial resilience.

Meanwhile over winter, we've begun offering households personalised income maximisation support alongside specialist energy advice through a new partnership with IncomeMax. As well as supporting our customers directly, IncomeMax is also supporting our Safe & Warm partnership network with pension credit applications where households are finding it too challenging to do that alone.



Families with young children

One in five households with children experienced fuel poverty in 2020 in the UK. At the height of the cost-of-living crisis, a further 300,000 more children were plunged into absolute poverty.

Fuel poverty significantly impacts children's growth, development and wellbeing. There are also wider physical and mental health implications of living in a cold home for both children and their parents.

Reaching young families in crisis

Research from our partner Fuel Bank Foundation identified that young people aged 18 to 35 are most likely to be living in perpetual fuel crisis with 80% having young children at home.

In response, we've established two new regional programmes this year – one in Scotland and another in Southern England – to create a network of organisations that will enable younger households to access energy advice and crisis funding from Fuel Bank Foundation.

Supporting Scottish families

Almost 250,000 children in Scotland are living in poverty. As Scotland's national children's charity, Children First has a proven track record of supporting society's most vulnerable children and families, and they are trusted to do so.

By partnering with the charity, we're providing energy-related support to 1,600 families as part of the charity's 'one-stop shop' approach.

We've helped 1,270 families tackle fuel poverty by checking benefit and grant entitlements, which has helped vulnerable families access a total financial gain of £969,381.

Helping young families in Southern England

Home-Start UK stands by families with young children, who are grappling with issues such as poverty, isolation, mental health struggles, disability or illness.

Together, we're opening up access to vital support and energy safeguarding services to help 22,000 young families across Southern England maintain a safe and warm home.

We're running energy advice workshops within 36 local Home-Starts, as well as offering one-on-one advice where we're able to educate families on saving energy and reducing bills.

Upskilling frontline teams

As part of both our Children First and Home-Start UK programmes, we're upskilling frontline support workers and advice teams.

By training employees and volunteers on energy safeguarding, we're equipping them with the skills and knowledge to identify signs of fuel poverty, triage vulnerable families and offer onward referrals to other organisations with our Safe & Warm partnership network.

Our partner Gas Safe Charity is also providing carbon monoxide awareness training through its Think CO programme.





Kent dementia support

Partnership ambition

Across Kent and Medway, there are currently 26,000 people estimated to be living with dementia. This is the eighth highest prevalence out of the 42 Integrated Care Boards (ICB) in England. We've proudly partnered with ADSS to work with households living with dementia across Medway, North Kent and West Kent, who are experiencing barriers to accessing services and support to stay safe and warm in their own homes.

Partnership progress

We've supported 570 people living with dementia through one-to-one home visits to assess their energy safeguarding needs. Through this programme, 146 households have registered for the PSR and 134 have received a free CO alarm.

Within the first six months, the programme achieved its target for training frontline workers and volunteers in energy safeguarding. At the end of March 2025, ADSS had trained 54 frontline workers, exceeding the project target by 8%.

ADSS has also reached a further 2,156 households with energy safeguarding information through its social media campaign.

Learning and dissemination

ADSS identified that some households in more deprived areas of Kent and Medway have more complex energy needs beyond the programme's capacity. Through our Safe & Warm partnership network, ADSS has been able to refer those households for in-depth energy advice and guidance from YES Energy Solutions.

SGN investment:
£210,862

SROI: £1.70
NPV: £350,721



September
2024
to March
2026



Medway,
North Kent
and West Kent



T1
T2
T3



Safe & Warm Communities

Partnership ambition

We're working with Action Hampshire to support voluntary, community and social enterprise (VCSE) groups with support and training to help diverse communities who may be experiencing barriers to accessing energy safeguarding services. The scheme aims to help at least 3,500 households across Hampshire, the Isle of Wight and Dorset access much-needed help from their utilities through local trusted community and volunteer groups.

Partnership progress

We've upskilled 111 frontline volunteers and staff in energy and CO awareness across 28 VCSE organisations through 13 workshops. To date, this knowledge has been shared with 1,128 vulnerable households.


As part of the training, we've issued 459 tailored resource packs to help the community organisations and volunteers confidently and consistently support vulnerable customers across the region. So far, the team has also supported 268 households sign up to the PSR and provided 108 households with a CO alarm.

Learning and dissemination


Initially, there was a slow uptake for organisations applying for resources to deliver energy programmes through their existing projects. Around 42% of organisations who attended the training workshops went on to take part in the programme.



To tackle this, the VCSE team adapted the training to make it more manageable for grassroots organisations to deliver with their limited capacity. We're now seeing 64% of organisations applying for resources after participating in the training workshops.

SGN investment:
£298,864



April
2024
to March
2026





Dorset,
Hampshire and
Isle of Wight

SROI: £4.59
NPV: £1,336,742

Inclusive Oxfordshire

Partnership ambition

We're proudly partnering with Age UK Oxfordshire to support 8,000 vulnerable older households who may be experiencing barriers to accessing energy safeguarding services. We're targeting our support towards households experiencing inequalities, including those living with dementia and people who are digitally excluded.

By increasing support services for vulnerable older households in Oxfordshire, we aim to help alleviate fuel poverty across the county and increase energy safety awareness.

Partnership progress


In the first year of the programme, the Age UK Oxfordshire team has supported 2,452 vulnerable households to maintain a safe and warm home. This has included providing 669 older people with energy safeguarding information, registering 242 households for the PSR and providing 168 lifesaving CO alarms.

The team has also referred 94 households for specialist assessments by our Safe & Warm community partners for energy efficiency measures.


Learning and dissemination



The Age UK Oxfordshire team has been particularly successful in identifying and referring households for our locking cooker valve. So far, the team has referred 24 households for these simple safety devices, enabling older people with dementia to retain their independence at home and providing reassurance to their loved ones.

SGN investment:
£385,490



August
2024
to March
2026





Oxfordshire

SROI: £4.34
NPV: £1,635,033

Safe and Warm Energy Efficiency Outreach

Partnership ambition

People living with long-term health conditions are often unaware of energy industry support services. We've partnered with the Health and Social Care Alliance Scotland to remove some of the barriers to staying safe and warm at home for people living with long-term health conditions.

By introducing new energy outreach workers into the ALLIANCE's Community Links Worker Programme, we're providing in-depth energy crisis support and longer-term energy advice through 96 GP practices in Glasgow and West Dunbartonshire that serve the most socioeconomically deprived communities.

Partnership progress

We've supported 31,811 vulnerable households in areas of high socio-economic deprivation in Glasgow and West Dunbartonshire to date, including 12,606 this year. All these households have received benefits checks to identify opportunities to maximise household incomes. We've also provided mental health support to all households and supported 573 people to sign up for the PSR this year.

Learning and dissemination

The energy outreach workers recognised many vulnerable households were unaware of the programme, so the team proactively identified and engaged with established community groups to raise awareness of the available support.

An example of this outreach activity is where the team is attending parents evening at a secondary school in Glasgow's East End to take the service into the community and reach families in need.

SGN investment:
£474,017



September
2023
to March
2026





Glasgow
and West
Dunbartonshire,
Scotland

SROI: £2.60
NPV: £1,192,078





Trussell Foodbank Pilot

Partnership ambition

Our foodbank pilot has been co-designed to complement our existing programme with the ALLIANCE. We're providing much-needed support to families visiting Trussell foodbanks in Glasgow, helping households access energy safeguarding support and Community Links Worker services. By embedding Community Links Workers within the food banks, we're relieving pressure on the foodbank teams who are encountering increasing numbers of households with complex challenges preventing them from maintaining a safe and warm home.

Partnership progress

Our energy outreach workers are visiting five Glasgow foodbanks and have reached 5,764 visitors this year. We've supported 400 of these households with benefits and grant entitlements, registering for the PSR and helping with household essentials. We've also begun training foodbank teams to expand the energy safeguarding support we can provide. By the end of March, we'd trained 25 frontline foodbank workers.

Learning and dissemination

We've received strong positive feedback from foodbank teams and clients about the benefits of the embedding Community Links Workers in foodbanks, particularly the informal, non-judgemental delivery which helps to engage households who may not otherwise access support elsewhere.

Energy for Carers

Partnership ambition

Despite 2021 Census data recording 72,815 unpaid carers in West Sussex – around 8% of the county's population – only a small proportion of people accessing energy advice self-identify as carers. We've co-designed a new partnership to ensure carers in West Sussex can keep themselves and their cared-for warm and well.

Partnership progress

While this partnership only launched in January 2025, we've already initiated a multi-channel awareness campaign, reaching 7,957 carers with information on local support services, CO safety, energy efficiency and the PSR. So far, we've upskilled 120 frontline workers at both organisations to support carers to stay safe, warm and well at home. Together, we've supported 305 households by providing personalised energy advice for 122 families, registering 63 households for the PSR and providing 17 carers with emergency funds.

Learning and dissemination

By proactively engaging with carers, we're keeping more vulnerable people safe at home, reducing avoidable need for GP and hospital services, maximising carers' incomes and improving access to emotional, practical and peer support. Learning from ACCA's previous partnerships demonstrated the need for a bespoke service for carers, supported by people they trust, in a way that suits their time and capacity constraints. The energy training offer has been well-received by frontline staff and has created a stream of referrals for caseworker support.

Keeping Children Warm and Well

Partnership ambition

Living in fuel poverty impacts children's development and wellbeing. Together with Children First, we're helping young families living in fuel poverty across Scotland to use energy safely, efficiently and affordably. We aim to help at least 1,600 families through the national support line and by expanding the charity's community-based advisor service into Ayrshire and Glasgow, where support is needed most.

Partnership progress

We've exceeded our target by supporting 1,772 households experiencing significant financial and energy challenges to date. We've helped 1,270 households with income maximisation by checking their benefit and grant entitlement, which has resulted in these vulnerable families accessing a total financial gain of £969,381. We've also supported 916 families with emergency funds to help manage fuel costs and provided 1,260 families with food and other household essentials.

Learning and dissemination

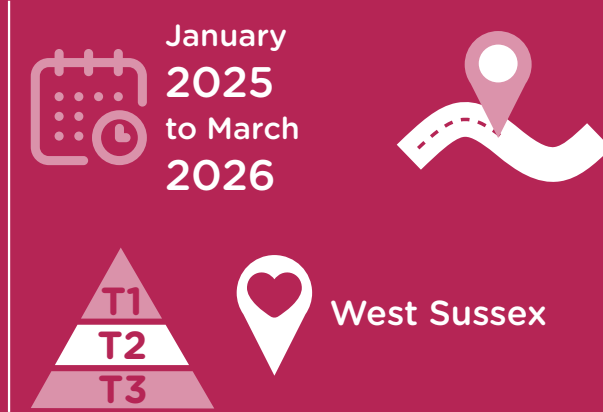
Energy concerns are becoming more common for the families that Children First work alongside, so energy awareness training has been rolled out across the organisation to everyone who meets families. Over the past year, it's become apparent just how long it takes to support families with energy issues. It's not a "one and done" conversation as engaging some energy suppliers can take many months. An unexpected benefit of this is that Children First has been able to guide families and provide additional holistic support based on need during that time.

SGN investment:
£43,283



SROI: £4.98
NPV: £215.339

SGN investment:
£279,361



SROI: £14.96
NPV: £4,236,234

SGN investment:
£372,202



SROI: £1.69
NPV: £617,443





Supporting Families Together

Partnership ambition

Children's Hospices Across Scotland (CHAS) has witnessed a dramatic increase in families finding energy bills unaffordable and facing unbearable decisions around the care of their children. Partnering with British Gas Energy Trust (BGET), we aim to support 520 families with a home energy visit to provide in-depth fuel poverty and energy safeguarding support tailored to the family's needs.

Partnership progress

We've supported 591 households with a home visit since our partnership began, achieving a total financial gain for these households of £1,770,944. We've also helped 326 of these households sign up to the PSR, bringing peace of mind to these families now that all the utilities are aware of their children's needs. The Energy Advice team has visited all five CHAS sites in Scotland to promote the service to families and 500 members of the wider CHAS community, including hospice teams and volunteers.

Learning and dissemination

Demand for home visits is so high that it has exceeded capacity of the existing Energy Advice team. In response, we've increased our funding to recruit an additional advisor to support more families across Scotland. As part of the home visits, we've begun providing households with meter box keys. Though a small and simple gesture, it's made a significant impact. One CHAS mum shared how empowered she feels now that she can open her own meter box and submit readings, allowing her to avoid estimated bills and the risk of falling into energy debt.

SGN investment:
£163,541

May
2024
to March
2026



SROI: £0.84
NPV: £279,812



Cruse Bereavement Support

Partnership ambition

Cruse is the UK's leading bereavement charity, supporting people online, through its helpline and in person. Through our partnership, we're supporting 8,000 bereaved people to maintain a safe and warm home so they can focus on their mental health and wellbeing while grieving a loved one, rather than worry about their fuel bills.

Partnership progress

We've introduced a dedicated energy project team at Cruse, who've provided personalised support to 384 bereaved households so far and distributed 116 CO alarms. The team has also trained 252 staff and volunteers in energy safeguarding and fuel poverty awareness. The charity's direct marketing campaign has reached 37,488 households to raise awareness of the service, as well as promoting the PSR and carbon monoxide safety.

Learning and dissemination

Cruse has worked diligently to develop engaging internal training to ensure frontline teams are confident in the new service. Equipped with the tools and knowledge, staff and volunteers have begun to deliver energy support and signposting across Cruse's bereavement support services. Reflecting on the first few months of service delivery, Cruse has evolved its model to engage with households from their very first contact. As a result, we're able to support more bereaved households with essential energy safeguards.

SGN investment:
£684,934

September
2024
to March
2026



SROI: £1.59
NPV: £1,065,437



Hampshire and Isle of Wight dementia support

Partnership ambition

Hampshire is one of the top six areas in England with the highest prevalence of dementia. We've joined together with Dementia Support Hampshire & IOW to provide energy safeguarding services to people living with dementia across the region. Together, we aim to support 320 households living with dementia – plus their families and carers – to be safe and warm at home.

Partnership progress

We've introduced a new team of Safe & Warm Dementia Support workers, who've provided 154 households this year with one-on-one energy advice. The team has registered 140 households for the PSR and referred 10 households for our free locking cooker valve. We've provided 213 people with income maximisation advice including benefit checks and we've recorded 7,581 impressions through a targeted winter readiness safe and warm campaign on social media.

Learning and dissemination

Challenged with recruiting Safe & Warm Dementia Support workers, coupled with high demand for home visits, led us to scale down the scope of this project to support 320 households from the original 1,028. By changing the programme outcomes to provide one-to-one advice in a group setting and over the phone, Dementia Support Hampshire & IOW can better support people in need of help.

SGN investment:
£31,015

April
2024
to March
2026



SROI: £5.63
NPV: £514,603





West Sussex dementia support

Partnership ambition

We're partnering with Dementia Support to provide energy safeguarding services at its Sage House community hub. Through the charity's Wayfinding service, we aim to help at least 1,500 people living with dementia in West Sussex.

Our programme will also support other vulnerable customer groups to access key services and live in safe and warm homes, including unpaid carers of those with dementia.

Partnership progress

To date, the service has provided energy advice and safeguarding services for 767 households living with dementia. This includes providing 101 CO alarms to homes without adequate protections, as well as promoting the personalised energy advice sessions and the PSR at 105 community events. The team has referred two households for our locking cooker valve.

Learning and dissemination

The benefits of our programme for both the charity and its service users are extending beyond the original project scope. Through our Safe & Warm partnership network, the charity has strengthened its relationship with West Sussex Fire and Rescue Service. Since coming together at our workshop in November, the fire service has arranged for their Safe and Warm Officer to visit Sage House once a quarter to run informal advice sessions.

In April 2025, we'll further expand the service by launching a new Wayfinding bus to extend the charity's service to rural and isolated communities that are currently unable to visit the hub in person.

SGN investment:
£164,053



SROI: £1.80
NPV: £289,567

Fuelling Futures

Partnership ambition

One in five households with children experienced fuel poverty in 2020 in the UK. At the height of the cost-of-living crisis, a further 300,000 more children were plunged into absolute poverty. Fuel poverty impacts children's growth and development, and there are wider physical and mental health implications of living in a cold home for both children and their parents. We're proudly partnering with Home-Start UK to support young families in fuel poverty across our Southern network area.

Partnership progress

Since launching this partnership in April 2024, we've reached 3,615 young families across the south of England through Safe and Warm energy advice workshops. We've trained 507 Home-Start employees and volunteers on energy safeguarding to deliver these workshops.

We've provided personalised one-on-one energy advice for 1,256 young families most in need, 960 families have received debt advice, and we've registered 255 for the Priority Services Register.

Learning and dissemination

Building on the shared learning of a local pilot in our Southern network area and a similar project in Cadent's area, we've onboarded the 36 local Home-Starts across our Southern region.

By engaging with our Safe & Warm partnership network, the charity has established a new referral pathway with National Energy Foundation (NEF) and YES Energy Solutions. Home-Start has also engaged National Energy Action to help deliver energy efficiency workshops for its employees and volunteers.

SGN investment:
£1,451,298



SROI: £1.64
NPV: £2,325,582

Safe Homes for Older People

Partnership ambition

Independent Age helps older people facing financial hardship, ensuring they can afford essentials - like energy - without compromising their safety and wellbeing.

Through our awareness-raising campaign and one-to-one support, we're helping vulnerable, low-income older households across the south of England to maintain a safe and warm home. We're addressing both immediate safety concerns, as well as long-term energy efficiency and financial resilience.

Partnership progress

The charity's first print marketing campaign to promote our advice service has reached 47,692 older households with information about CO safety, how to get a CO alarm and how to access unclaimed benefits through our partnership.

Although this programme only began mobilising in early 2025, we've already provided 370 CO alarms to customers without, protecting older people from CO harm.

Learning and dissemination

Independent Age has incorporated opportunities to assess the effectiveness of the print campaign and make improvements to ensure people are taking action to access support. After the first mailing, the charity made changes to the layout of the leaflet and made the action calls bolder and more visible. They hope these changes will lead to greater uptake in future campaigns, both of CO alarms and of direct support.

SGN investment:
£164,245



SROI: £28.74
NPV: £4,599,467





Safe and Warm

Partnership ambition

Utilities across Scotland have traditionally found it challenging to reach people with chronic kidney disease (CKD) who are dialysing at home and struggling to afford to keep themselves warm and well. Together with our project partners, we set out to reach almost 39,000 dialysis patients with useful information about their utilities and how to access holistic energy safeguarding and advice services.

Partnership progress

We aimed to raise awareness of the PSR and CO safety among 38,875 people living with kidney failure through various communications channels. At the end of the programme, we reached an astonishing 157,144 households.

Kidney Care UK's Patient Support and Advocacy Officers supported CKD patients and their families in areas of severe deprivation through one-to-one conversations, face-to-face support in renal units and in the community, and through its expert counselling service. Through this one-on-one support, the team helped households access £139,1890 in hardship grants to help them stay safe and warm at home.

Learning and dissemination

Following the success of our Scotland programme, it has become a blueprint for a new national programme in collaboration with all four gas networks, which began in April 2024.

SGN investment:
£15,850



SROI: £26.05
NPV: £736,076

Companions in the Community

Partnership ambition

The consequences of struggling to afford to heat their home and being forced into living in a cold home can be extremely severe for terminally ill people. It can lead to new infections, make existing symptoms worse and affect their mental wellbeing.

We're partnering with Marie Curie to proactively engage with 11,100 people living with a terminal illness to make sure underserved communities stay safe and warm at home.

Partnership progress

Key to the service is ensuring that people at end of life have someone to spend time with to work through the challenges they face and address key issues including energy.

Since mobilising in October, we've recruited and trained five community engagement officers, already reaching 334 people across Bournemouth, Brighton and East Surrey.

We've co-designed new dedicated resources, including targeted translations for community venues, highlighting the support that's available from Community Companions.

Learning and dissemination

To further reach underserved communities, we're collaborating with organisations including Terrence Higgins Trust, Macmillan Cancer Support, Ethnic Diversity Forum of Surrey, as well as local councils, churches and community centres. These collaborations are allowing us to promote the service, run joint cafes and workshops, and get close to the underserved communities we're trying to help.

SGN investment:
£759,461



SROI: £4.46
NPV: £3,301,860

My Network Energy Advice

Partnership ambition

In 2023, we began working with Worthing Mencap through our Safe and Warm Community Scheme. This smaller-scale project identified there is a considerable need for our energy advice service in other areas across our Southern region.

Through four local partnerships in Worthing, East Kent, Croydon and Reading, we're addressing the barriers disabled people face in understanding and accessing the energy advice available to them if they are in or at risk of fuel poverty.

Partnership progress

We've reached 3,354 households since the partnership began, empowering disabled people to maintain a safe and warm home. Through the four Mencaps, we've delivered 2,275 energy advice sessions and attended 63 community events to raise awareness of gas safety and energy efficiency. We've registered 283 households for the PSR, provided 372 CO alarms to homes without and installed nine locking cooker valves.

Learning and dissemination

Each Mencap within our partnership operates as an independent charity. Through our programme, we've brought these organisations together for the first time to share learnings and best practice through bimonthly meetings.

By convening these partners, we've been able to foster a collaborative approach and, at the request of the organisations, provide the opportunity for mutual practical and emotional support in terms of practical and emotional.

SGN investment:
£723,047



SROI: £7.37
NPV: £5,206,026





Save energy, stay warm

Partnership ambition

Minority ethnic groups are disproportionately vulnerable to fuel poverty. In addition, many asylum seeker, refugee and ethnic minority communities face specific language difficulties and cultural factors which make them less likely to engage with energy efficiency advice and assistance.

We're partnering with Positive Action in Housing to deliver energy advice services and safeguarding support to 1,905 Black and minority ethnic (BME) communities across Greater Glasgow.

Partnership progress

We've supported 847 unique households from 53 different cultures with energy efficiency advice and energy safeguarding services. We've also helped 575 households to access unclaimed benefits and help maximise their household income.

Positive Action in Housing has held 10 energy saving and CO awareness workshops, reaching 559 households, as well as supported 314 vulnerable households to join the PSR.

Learning and dissemination

Joining our Safe & Warm partnership network has opened up multiple opportunities for the charity to engage with our other community partners to expand and improve its service offering. This includes referring households to Change Mental Health as local mental health organisations are currently only taking referrals from GPs, and linking with Charis to provide digital fuel vouchers, which saves households money as they don't need to travel to collect vouchers. The charity describes this as a "game changer" for the households they support.

SGN investment:
£313,187



SROI: £1.93
NPV: £590,290

Home and Well Carers Support Service

Partnership ambition

We're collaborating with The Princess Royal Trust for Carers in Hampshire to bring together a large network of local community partners to proactively support 131,000 carers with tailored energy support services. These services are helping tackle fuel poverty and introducing energy safeguards to help carers maintain a safe and warm home.

Partnership progress

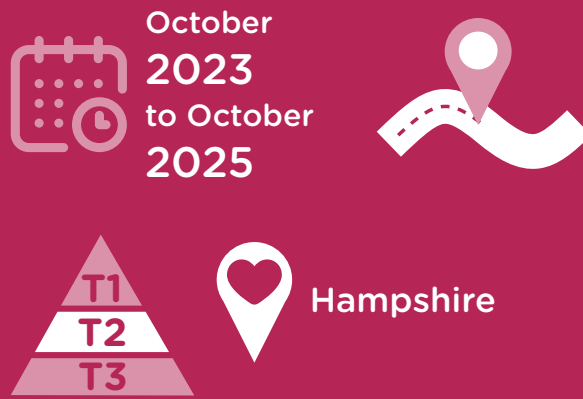
We've established 10 welcoming warm hubs for carers to access tailored energy safeguarding services. So far, skilled energy ambassadors have supported 3,220 carers at our hubs. This year we've helped carers as we've registered 1,797 households for the PSR, distributed 184 CO alarms and carried out 1,542 benefits checks to maximise household incomes.

We've also supported 239 carers in energy crisis with helpful resources including emergency fuel vouchers, heated blankets and winter warm packs.

Learning and dissemination

Due to the impact of the cost-of-living crisis, more carers have been accessing the service via the welcoming warm hubs. However, the programme is also receiving increasing requests from within the organisation to share energy safeguarding information through its other service provisions, such as its emergency planning service and activity groups.

SGN investment:
£328,218



SROI: £3.18
NPV: £ 1,043,590

Safe & Warm

Partnership ambition

According to Sue Ryder's 2023 Cost of Dying report, 81% of people receiving end-of-life care have been unable to run essential medical equipment due to high energy costs. Many face financial hardship because of their illness.

We're partnering with Sue Ryder to help 5,139 people who are dying and grieving with access to energy safeguarding services and fuel poverty support.

Partnership progress

Launched at the end of 2024, we've already trained 96 frontline Sue Ryder employees and volunteers to help identify and triage families in fuel poverty. With this training, we've been able to provide one-to-one energy safeguarding advice to 1,669 people who are facing death or living with grief, helping them to use energy safely, affordably and efficiently at home.

We've also distributed 3,238 safe and warm guides, and 89 shops have displayed information on the help that's available as part of our Safe & Warm campaign.

Learning and dissemination

This is the first time Sue Ryder has initiated a partnership that extends across all their services and the charity has developed some creative solutions to ensure it is fully embedded across the organisation. For example, by using barcode tracking in their retail stores they're able to monitor how many customers they have held conversations with about the PSR and CO safety. By displaying energy-related information alongside winter clothing and accessories, staff and volunteers can engage customers around energy advice in a more engaging way.

SGN investment:
£409,769



SROI: £4.24
NPV: £1,694,083





Together for Short Lives

Partnership ambition

We're partnering with children's palliative care charity Together for Short Lives to ensure 27,000 families have access to the energy safeguards and support they need to enable young people with life-limiting conditions to be cared for at home as long as they wish, rather than being transferred to hospital or hospice care.

Partnership progress

We've upskilled 137 palliative and hospice care professionals to identify households in fuel poverty, equipping them with the knowledge and resources to support these families.

This year, we've supported 484 households with energy-related issues, including providing emergency funds for 266 families in energy crisis. Our social media posts promoting our energy advice service achieved over 115,277 impressions throughout the year.

Learning and dissemination

As our programme matured, Together for Short Lives identified challenges of a single-person delivery model. To address this, its entire Family Hub team now take a more active role in the programme and all team members have received energy advice training. This will also help embed the service more fully into its full family offer.

Additionally, the charity learned that Energy Champions in hospices and professionals working across the sector engage most effectively through CPD-linked training, while families prefer to receive energy support as part of broader care discussions. Our updated approach now includes CPD-certified training, hospice briefings, integrated energy conversations and targeted social media campaigns.

SGN investment:
£500,149



SROI: £2.42
NPV: £1,168,519

Safe and Warm Energy Scheme for Unpaid Carers

Partnership ambition

We've partnered with Edinburgh and Midlothian based charity, VOCAL, to increase the capacity of its successful Money Matters service by introducing a Safe and Warm Energy Officer. This will enable the organisation to expand its existing service to provide 475 unpaid carers with one-to-one energy safeguarding and energy advice. We'll also reach another 50,000 carers in fuel poverty with information on energy safeguarding and home energy efficiency through digital and print marketing campaigns.

Partnership progress

With the new Safe and Warm Energy Officer in post, we've already supported 215 unpaid carers across Edinburgh and Midlothian. We've also upskilled the VOCAL Carer Support Team with training on energy safeguarding, the Priority Services Register, energy efficiency and CO awareness.

To date, we've reached 13,381 households through digital and print marketing campaigns.

Learning and dissemination

By developing partnerships with other community organisations, we've increased awareness of our energy support services and seen that reflected in increasing referral numbers. In building connections with organisations such as Edinburgh Food Project, Home Energy Scotland and Energy Action Scotland. VOCAL teams are benefiting from increasing their energy advice and safeguarding knowledge and, in turn, the charity is expanding these organisations' knowledge of how to identify and support carers.

SGN investment:
£76,124



SROI: £5.37
NPV: £400,991

EnergyPlus

Partnership ambition

Around 12 million people in the UK are deaf or have hearing loss, with the British Deaf Association suggesting 87,000 people may use British Sign Language (BSL) as their first or preferred language.

Living with hearing loss brings a unique set of challenges, many of which have been intensified by the cost-of-living crisis. A lack of access to BSL interpreters means Deaf people frequently experience barriers in accessing essential support services.

Together with deafPLUS, we aim to tackle fuel poverty in the Deaf community by providing inclusive access to energy support services in BSL for households in Scotland and the south of England.

Partnership plan

We'll upskill the deafPLUS team to help them identify households in energy crisis, the signs of fuel poverty and where to signpost households for onward support.

Following this training, we'll provide Deaf households with personalised energy safeguarding advice in BSL through video calls with the charity's AdviceLine. We'll also offer in-person sessions at seven locations across the south of England.

As part of our programme, we'll deliver a multi-channel awareness campaign to promote the Priority Services Register and energy safeguarding services among the Deaf community.

SGN investment:
£115,485



SROI: £2.88
NPV: £332,306





Helping older people live in safe and warm homes

Partnership ambition

Age Cymru, Age Scotland and Age UK are the country’s leading charities for older people. They state that many older people simply won’t be able to cover the further rise in living costs. Together we aim to support at least 200,000 older people with their energy needs.

Partnership progress

Together with Age Scotland, we’ve helped 14,047 older people in the past year through our dedicated energy advice line team. We’ve hosted 83 community energy workshops, bringing together 954 older people to address their energy concerns. Launching in late 2024, our in-depth casework service, By Your Side, has supported 135 vulnerable older people to access unclaimed benefits that have increased their household income. To support older people in energy crisis we have issued warm packs, heated blankets and 532 crisis vouchers.

With Age UK, we’ve supported 10,056 older people in our Southern England network area with energy and income assessments and helped 133 older people complete their benefits applications.

Learning and dissemination

By bringing these organisations together, we’ve able to share best practice around regional delivery models. The complexity in applying for benefits is mirrored across all regions, as is the increasing struggle to make ends meet. Financial difficulties are increasingly seen as a shared experience – particularly following the changes to the Winter Fuel Payment – lessening the stigma around needing help. As a result, we’re hearing fewer comments about not wanting to claim benefits and more questions about entitlements.

SGN investment:
£1,044,456

Joint-GDN investment:
£2,295,020

SROI: £26.12
NPV: £56,950,623



February
2023
to March
2026



National
joint-GDN





Alleviating Unpaid Carers from Fuel Poverty

Partnership ambition

In August 2022, Carers Trust surveyed unpaid family carers across the UK. The survey found around 25% of unpaid carers had to cut back on food, 14% used a food bank and 63% of unpaid carers were worried about affording energy bills. Our joint-GDN partnership aims to directly alleviate the financial pressures facing 40,000 unpaid carers through energy safeguarding, energy efficiency advice and financial resilience support.

Partnership progress

Since launching our partnership, we've directly supported 2,339 carers in our network areas, contributing towards a total of 10,271 nationally. Through our support, we've identified £6,935,708 in potential financial benefits for unpaid carers nationally, including £4,212,282 for carers in our regions.

We've focused on supporting parent and working carers in areas including Dundee, Glasgow, Helensburgh, Lomond, East Kent, East London and East Sussex as Carers Trust identified these groups as under-served and needing dedicated support to manage essential household costs.

Learning and dissemination

The complexity of support often needed by carers, particularly around understanding benefits entitlements, poses significant challenges. Advisors sometimes provide assistance over multiple sessions, liaising with other agencies, which can limit their capacity to reach more carers. Additional support is required for carers who are housebound, digitally excluded, face literacy barriers or language challenges.

SGN investment:
£1,293,552

Joint-GDN investment:
£4,075,771

SROI: £42.03
NPV: £169,151,534



Digital Priority Services Register (PSR) Campaign

Partnership ambition

Awareness of the Priority Services Register among some eligible groups is low, in particular those who are unwell, older people and young families. Together with Wales & West Utilities, we're working with Crunch Digital Media to build on the successful social media campaign first developed by Wales & West Utilities to reach these target groups with a seamless and easy path to join the PSR.

Partnership progress

In 2024, our targeted PSR campaign generated over 100,000 visits to the PSR.co.uk in the first six months. Our campaign has resulted in 39% of all visitors since the website was launched in 2022. It was also the largest source of website visitors in 2024, proving it to be the most successful campaign of all those we ran this year - including through other programmes.

Due to the tremendous success of the campaign so far, we've extended our programme until March 2026.

Learning and dissemination

To ensure our social media campaigns reach our target communities, we draw on data from regional electricity network operators to identify geographical areas with lower-than-average PSR registrations and areas indicating the greatest PSR gap.

SGN investment:
£68,507

Joint-GDN investment:
£98,507

SROI: £17.33
NPV: £1,655,251



Safe and Warm

Partnership ambition

Over 30,000 people with advanced kidney disease in the UK rely on dialysis to stay alive. Due to the health impacts associated with treatment, 76% of dialysis patients are unable to work. The consequent low income means many people with chronic kidney disease live in relative poverty. We aim to support 8,867 kidney patients in 128 UK renal units with energy advice and income maximisation support, along with a further 8,800 patients through a helpline.

Partnership progress

Across our SGN regions, we've supported 3,239 vulnerable kidney patients since our partnership launched, including 2,401 patients receiving dialysis across 50 renal units. Our SGN target for the two-year partnership was to support 3,364 patients so we've nearly reached that target in the first year.

We've also fully mobilised our new freephone telephone Support Line, which has helped 911 patients with financial assistance, energy efficiency, registering for the PSR and CO safety.

Learning and dissemination

The face-to-face engagement that Patient Support and Advisory Officers (PSAOs) have with patients in renal units is the cornerstone of this partnership. PSAOs have identified more households are currently seeking reassurance and support with financial concerns than energy efficiency. Through one-on-one sessions, we've supported 9,332 kidney patients nationally, identifying a total of £2,941,206 in unclaimed benefits and grants. This includes an income gain of £1,107,128 for households in our SGN regions.

SGN investment:
£1,007,229

Joint-GDN investment:
£2,577,377

SROI: £16.45
NPV: £41,847,008





Maggie's Centres - Safe and Warm

Partnership ambition

A recent poll of cancer patients identified that well over 25% of people living with a cancer diagnosis are more worried about the cost-of-living crisis than their cancer. With around 2.5 million people in the UK living with cancer, we're partnering with Maggie's and the other gas networks to support cancer patients with energy safeguarding at 22 of their centres, based in NHS hospitals.

Partnership progress

Since our partnership began, we've supported 50,072 cancer patients and their families with personalised energy safeguarding nationally. This year, we've helped 13,373 patients in Scotland and 5,566 patients in Southern England with energy advisory services and benefits checks.

Upskilling Maggie's benefits advisors with knowledge and resources to confidently support patients to use energy safely and affordably has resulted in income gains of £33 million for critically ill people in our network areas and £79 million overall nationally.

Learning and dissemination

We've experienced challenges with meeting our ambitious target of holding 15,681 PSR conversations, with the teams achieving 35% of this target this year. However, with people struggling financially, households have been focused on accessing help with benefits checks and debt management. With the extension of our initiative until March 2026, we've placed greater focus in this area, and we've achieved 161% against this target.

We've invested more funding in Scotland as part of the extension, as Maggie's has greater representation in Scotland.

SGN investment:
£150,193

Joint-GDN investment:
£317,376

SROI: £18.82
NPV: £5,972,678



Energy safeguarding and tackling fuel poverty for terminally ill people

Partnership ambition

Recent Marie Curie research shows a terminally ill person's energy bill can increase by as much as 75% after they are diagnosed. This leaves many terminally ill people struggling to afford to heat their homes sufficiently, when living in a cold home can cause their health and wellbeing to deteriorate. We're working with Marie Curie to train their frontline community teams on energy safeguarding and provide a dedicated energy advice team.

Partnership progress

Since December 2022, we've trained 1,595 Marie Curie nurses, clinical staff and volunteers to support patients at risk of fuel poverty, including 865 this year.

We've provided personalised energy advice services to 1,544 households in our network area since our partnership began, supporting 637 of these households this year.

We've carried out benefits checks for 15,685 households nationwide this year, identifying an average of £185 per week in unclaimed benefits. Collectively, we've identified more than £2.9 million worth of benefits for people living with a terminal illness.

Learning and dissemination

As our programme matures, we've identified opportunities to refine its delivery. For example, when palliative care nurses visit patients at home overnight, it's not always possible to have conversations with households about the PSR as the patient and family are asleep. To bridge this gap, Marie Curie has developed bespoke resources to leave with families to make sure they still receive this information.

SGN investment:
£557,722

Joint-GDN investment:
£2,060,120

SROI: £12.22
NPV: £24,446,513



Mental Health and Money Advice Service

Partnership ambition

There's 7.5 million people living with a mental illness in the UK and it's estimated that one in four of us experience a mental health problem every year. More people are in energy debt and struggling to make ends meet through the ongoing cost-of-living crisis, which is impacting on their mental health. We aim to support 4,900 customers nationwide to maintain a safe and warm home for the long term.

Partnership progress

Developed out of the success of our regional programme, we've expanded our project into a national joint-GDN programme. Since its launch in May 2024, we've collectively supported 2,058 households with dedicated mental health, money and energy advice.

Within our network areas, we've supported 655 households this year, well above our target to support 500 households across Scotland and Southern England each year.

Learning and dissemination

Our joint-GDN programme evolved out of our regional pilot with Mental Health UK in both our Scotland and Southern network areas. Our established referral pathway from our frontline teams into Mental Health UK has meant that we've exceeded our support target regionally by 31% this year.

We're also working with the Mental Health UK team to develop bespoke mental health awareness training for our frontline teams, which we'll launch in summer 2025.

SGN investment:
£136,491

Joint-GDN investment:
£667,652

SROI: £9.07
NPV: £29,236,919





Fuelling Financial Independence

Partnership ambition

Our partnership with financial education expert Money Ready and Cadent delivers direct financial education to vulnerable young adults aged 16 to 35, helping build financial resilience and avoid becoming fuel poor in future. This includes supporting care leavers going into independent living for the first time in Birmingham, Glasgow, London, Manchester and Southern England.

Partnership progress

We've equipped 461 care leavers and at-risk young people with the skills to manage their finances and household essentials so far.

Within our network area, 141 young people achieved a Level 1 qualification in Money Management or SCQF Level 4 qualification in Personal Money Management after attending the week-long Money House programme this year.

Learning and dissemination

Our current programme with Cadent evolved from our previous initiative, Money House and Money Cast. Due to the popularity and demand for the service, and the opening of new Money Houses in Birmingham and Manchester, we were able to extend the partnership with Cadent this year.

Despite increased demand, we saw reduced engagement with virtual sessions, along with young people's reluctance to travel to unfamiliar venues. Money Ready, formerly known as MyBnk, is now increasingly delivering this programme in trusted, community-based settings in collaboration with local referral partners, which has led to stronger attendance and more positive learning outcomes.

SGN investment:
£408,779

Joint-GDN investment:
£1,153,157

SROI: £2.27
NPV: £2,553,693



Empowered by Energy

Partnership ambition

For people coming to Britain as an asylum seeker or refugee, life is extremely challenging. Refugees are disproportionately represented in unemployment and they often live in less energy efficient homes. Many face cultural and language barriers which means accessing help can also be a struggle. Together we're empowering representatives from these groups with the skills to share within communities to really make a difference.

Partnership progress

This year, 52 newly settled refugees in our network area have participated in face-to-face and online energy efficiency workshops, adding to a total of 125 across the project. The majority of workshop participants this year have been from Afghanistan, Iran, Sudan, Syria and Ukraine.

By taking the skills they've learned about energy use, carbon monoxide safety and the PSR into their communities, participants are helping others and expanding our programme reach.

Learning and dissemination

Following the success of our initial two-year programme across both our network areas, we've expanded this project into a joint-GDN initiative with Northern Gas Networks. Additionally, due to greater demand in our Southern network area, we increased our investment in February 2025 to deliver more workshops and expand our reach. Through our workshops, refugees and asylum seekers have reported increased confidence to manage their home energy independently, for example, 89% of respondents saying they already have or will change how they use their appliances to save energy at home.

SGN investment:
£53,948

Joint-GDN investment:
£88,913

SROI: £1.60
NPV: £135,917



Warm Welcome

Partnership ambition

The arrival of a new baby can greatly increase the risk of a household falling into fuel poverty if they're already facing financial hardship. We've joined with Northern Gas Networks and NEA to support families with young children to thrive in a safe, warm and healthy home.

Working with trusted local organisations, we're providing much-needed energy advice to low-income families in areas of high deprivation across our two regions.

Partnership progress

We've held 50 community events, engaging the support of local organisations such as Baby Basics Portsmouth and Bradford Children and Family Centres, where we provided advice on topics such as CO awareness and the benefits of joining the PSR. So far, we've supported 749 vulnerable young families with energy safeguarding to date through community events and family fun days.

Learning and dissemination

The new and existing partnerships we've cultivated with local authorities, family hubs, baby banks and parent groups through the programme have been very successful. We've also worked closely with charities who have welcomed the additional support we've provided for their clients.

As well as engaging with our Warm Welcome programme, we're seeing health professionals refer people with health conditions related to living in a cold home into our Warm Homes Healthy Futures programme.

SGN investment:
£82,237

Joint-GDN investment:
£164,473

SROI: £11.93
NPV: £1,942,232





Watch to hear more about
our partnership with Scope



SCOPE



Disability Energy Support (DES) with water advice

Partnership ambition

Life costs an extra £1,010 a month on average if you're disabled, according to research from Scope. We first partnered with Scope in 2020 to deliver tailored and targeted support through our Disability Energy Support (DES) with water advice service. In April 2022, we expanded our pilot into a joint-GDN programme, opening up access to Scope's independent energy advice and advocacy service to disabled people across England, Scotland and Wales.

Partnership progress

Since April 2022, we've supported 10,392 disabled people across Britain through the DES service. This year alone, we've held one-on-one advice appointments with 7,971 disabled customers of which 1,730 were in our network area. Nationally this year, we've provided 1,750 energy vouchers as well as 3,504 heated throws to those struggling to stay comfortably warm during winter. We've also provided 3,151 households with CO information and given 1,309 CO alarms to homes without adequate safety measures. In addition, households have viewed the energy and CO information on Scope's website 150,354 times.

Learning and dissemination

The number of disabled people needing help to stay safe and warm at home is growing. Customer debt is at an all-time high with 57% of disabled people in debt. Average Scope client debt has risen by 161% in the last 12 months from £1,103 per household to £2,884. This year, we engaged social media influencers to explain the service on TikTok. This reached a new community of disabled users and resulted in a 195% increase in DES applications.

SGN investment:
£934,881
Joint-GDN investment:
£3,515,000

SROI: £7.03
NPV: £24,242,717



Supporting people to thrive at home

Partnership ambition

Research from Shelter and HSBC found that 37% of people in England had to cut back on essentials to afford their housing costs in 2024 and 21% struggled to keep up with mortgage or rent payments. Thousands of people across the country are struggling financially to the point where homelessness is a very real risk. We've joined together with Shelter on a joint-GDN programme to support 57,024 vulnerable people at risk of losing their homes with the associated financial issues such as fuel poverty, debt and other arrears.

Partnership progress

Since launching in December 2024, we've supported 1,091 people nationally with a range of services, including debt reduction and accessing unclaimed benefits. Of these, 506 households were in our network area. We've also provided emergency support for 228 people at immediate risk of becoming homeless through the charity's Helpline Plus service, including 127 people in our network area.

Learning and dissemination

One of the most significant impacts that Shelter has identified from our joint-GDN partnership is the upskilling of its helpline advisors and access to free training from another of our Safe & Warm community partners, National Energy Action. This is invaluable in ensuring that Shelter advisors can better advise clients on the support available to them and their rights.

SGN investment:
£273,156
Joint-GDN investment:
£1,121,712

SROI: £42.83
NPV: £48,039,302





NEW
FOR
2025



Dementia Energy Advice

Partnership ambition

People living with dementia often have extra costs due to working less or having to stop work altogether. As the condition progresses, families encounter new pressures on household budgets such as home adaptations and social care. The cost-of-living crisis is exacerbating these financial pressures facing people living with dementia and their families.

Together with Cadent and Wales & West Utilities, we've partnered with leading dementia charity Alzheimer's Society to ensure people living with dementia in England and Wales can maintain a safe and warm home.

Partnership plan

We'll upskill frontline dementia advisors, including community-based advisors and those who operate the charity's phonenumber, to equip them with knowledge around carbon monoxide safety, the benefits of the PSR and energy efficiency advice.

Collectively, the dementia advisors will support 19,028 families nationally with energy safeguarding and income maximisation support, including 1,753 households across our Southern network area.

We'll reach these households through a combination of group sessions at dementia cafes, one-to-one support, calls with the charity's helpline and social media awareness campaigns.

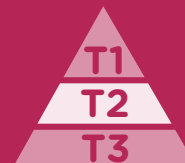
SGN investment:
£179,104

Joint-GDN investment:
£1,129,104

SROI: £2.71
NPV: £3,062,460



April
2025
to March
2026



SGN Southern,
Cadent and
WWU

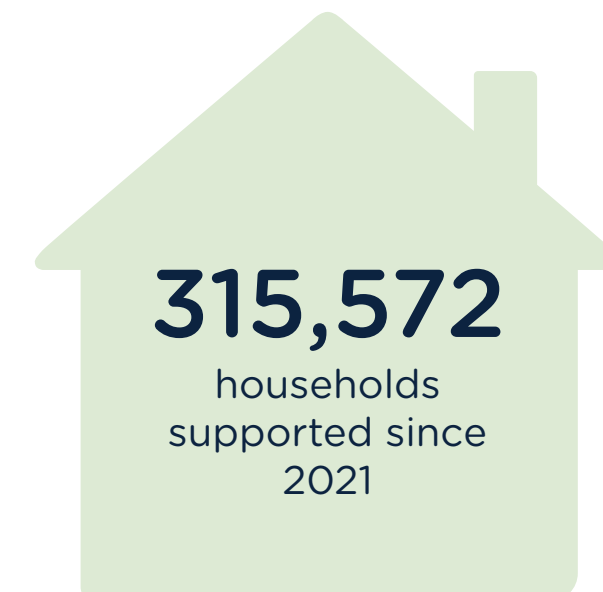
Supporting priority customer groups





Tackling fuel poverty and energy affordability

Households in fuel poverty are at increased risk of using unsafe appliances or fuels to heat their homes, as well as rationing their energy use which can lead to cold damp homes. These measures all negatively impact household health, safety and wellbeing.



We've developed our Vulnerability Index to identify regional communities in greatest need of support from their utility companies to use energy safely, efficiently and affordably. Created in partnership with Energy Savings Trust (EST) it combines our Vulnerability and CO Steering Group's experience with our vulnerability mapping tools.

Targeting communities in greatest need

We've continued with our data-driven approach to prioritising our outreach programmes in areas of greatest fuel poverty need, either creating new services or supporting existing energy advice services where demand exceeds resource.

Recognising the distinct need across our two regions, we've mobilised projects in the top 15 most vulnerable areas in both our Scotland and Southern networks.

Adding capacity to community warm spaces

What started as a crisis response to keep people in warm has evolved into an integral year-round community resource. Warm spaces have become an established fixture within our communities. According to the Warm Welcome Campaign, 62% of people in the UK live within a 30-minute walk of a local space, whether it's known as a warm hub, warm welcome space or warm bank.

From the outset of the cost-of-living crisis, we identified the potential of warm spaces to support households in crisis. By quickly targeting our support to increase the capacity of warm spaces within the most deprived areas we serve, we're able to rapidly respond to the urgent need. Not only does this mean we're present in venues already used and trusted by the community, but our support isn't delayed by the logistics involved in establishing new, standalone hubs.





Supporting households in crisis

The cost-of-living crisis no longer dominates the news headlines as it once did. Those who can afford bill increases have adapted to the increase and accepted squeezed household budgets as a new normal. But for those most financially vulnerable, the crisis is still very much at the forefront of their lives. They're living in debt or rationing energy use to the extreme just to survive day-to-day.

When these households are interacting with our programmes, they're requiring more extensive casework to resolve their complex needs. We're investing in more caseworkers within our programmes to meet this evolving demand.

Our new Bright Futures Energy Champions programme with Citizens Advice across southern England is increasing the capacity of the charity's existing Energy Advice Programme (EAP) to support more clients with in-depth energy advice.

Building long-term energy resilience

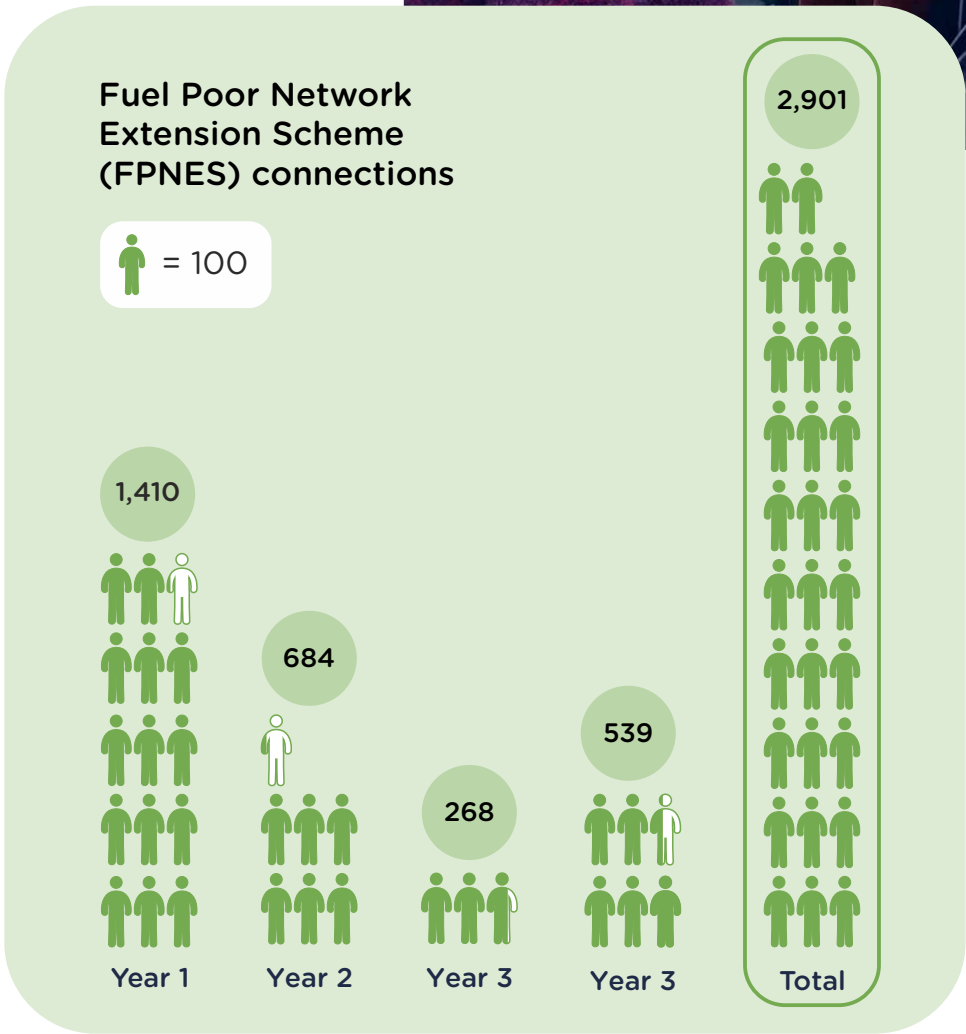
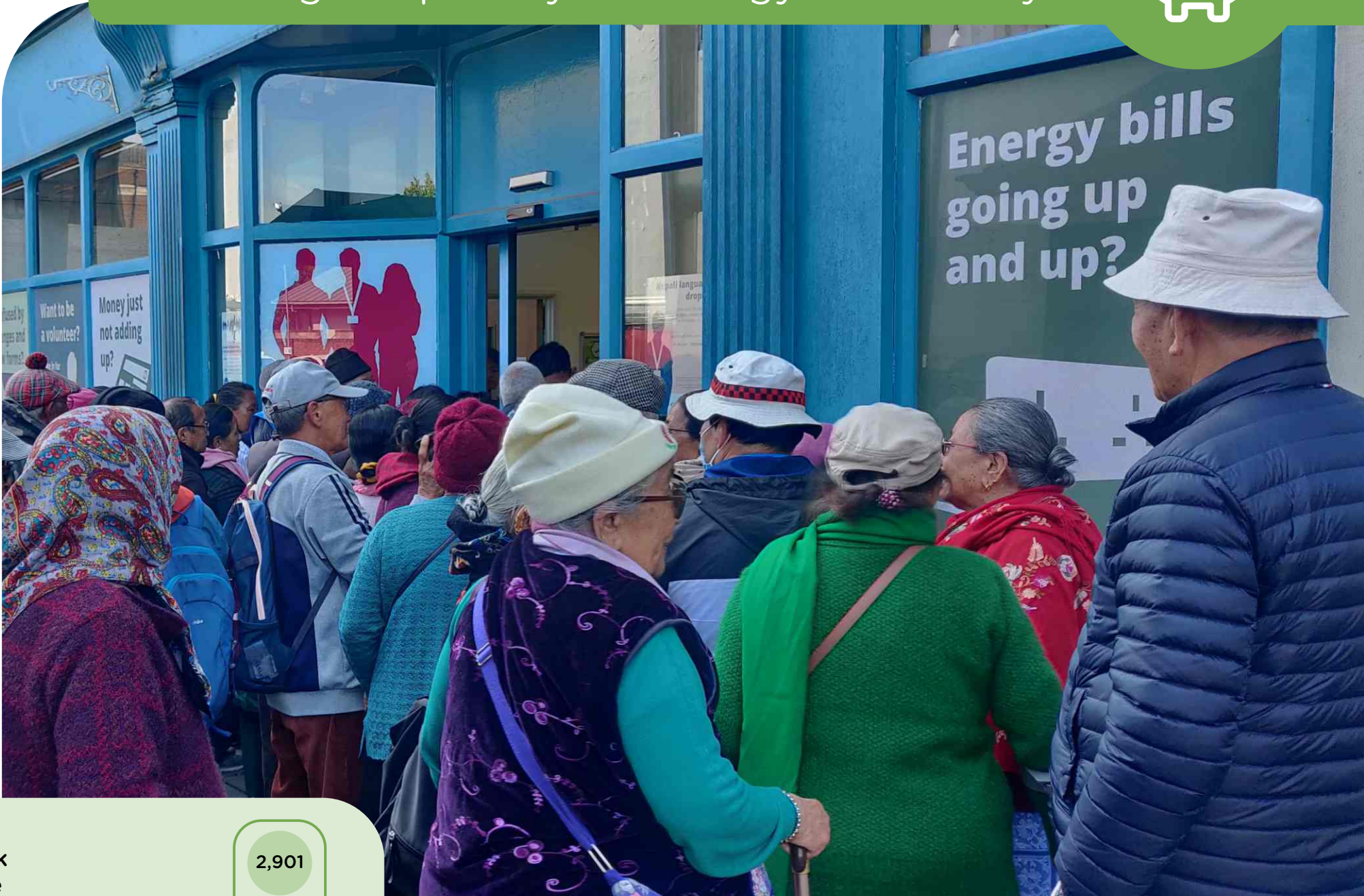
For those on the lowest incomes, we know we can't lift them out of fuel poverty without addressing their immediate need first. And if you can't afford to heat your home, you can't afford to keep it safe. Gas safety measures, such as appliance maintenance and servicing, fall by the wayside when you're struggling to afford your energy or food bills.

All programmes tackle the energy or financial crisis first, bringing respite to households in need. This immediate respite creates opportunities for us and our partners to build trust and then support households with longer-term fuel poverty and financial resilience. It's at this stage we're able to deliver meaningful support with energy efficiency and managing household costs.

Our new partnership with Energy Systems Catapult encapsulates this approach. Through its Warm Homes Prescription service, we're providing the help households need for immediate warmth, including energy advice, energy debt support and energy credit. The advisors then support with longer-term measures to improve home energy efficiency and prepare for the net zero transition, such as providing information, smart meter installations and low-carbon heating schemes.

Connecting customers to affordable warmth

This year, we've supported 539 households in fuel poverty into a warm home through the Fuel Poor Network Extension Scheme. This includes connected 524 homes in Scotland and 15 in Southern England.



Watch to hear from Energy Action Scotland about what it's like to live in fuel poverty

Over the coming pages, you'll learn more about some of the key ways in which we engage vulnerable households to tackle fuel poverty and energy affordability. Following this, you'll find details of our individual programmes within this priority area.





Warm spaces

Since the cost-of-living crisis began, warm spaces have become established, accepted and well-used community resources in towns and cities nationwide.

It's a safe and warm place in the heart of the community where people can access support services, usually with a hot drink and a warm meal.

We recognise the power of warm spaces to effectively engage vulnerable households on how to use energy safely, efficiently and affordably.

This embedded, community-centred approach to supporting vulnerable households is the epitome of our vulnerability strategy.

Pioneering a warm welcome

We co-founded the Warm Welcome partnership with Surrey County Council in 2022 to reach hyperlocal communities within Surrey in need of support. Our network of more than 80 warm spaces in locations across the county has since become a blueprint for other programmes nationwide.

Need has outstripped expectation year-on-year, and we've expanded the support offering to meet that increased demand. For example, by providing warm packs for when they return home.

This year, we've also partnered with charities and community organisations across the county to support residents who cannot travel to a Surrey Warm Welcome space. As part of our home visit, the team completes a home energy audit to assess for energy efficiency improvements, unlocking longer term support for the most vulnerable via Zero Carbon Guildford.

Embedding energy advice in the community

As a direct impact of the pandemic and cost-of-living crisis, South Lanarkshire Council has seen a significant increase in demand for its Money Matters Advice Service.

Originally designed to be a telephone service, it's now extended into community with a new drop-in service embedded in five communities. With this, we're expanding the service to pair up an energy advisor with the money and debt advisor at these locations. Together the two advisors can provide broader support to those in financial crisis including energy safeguarding, efficiency advice and income maximisation support.

Communities united

Typically, warm spaces are location-based and serve their neighbourhood. However, we're seeing the power of these hubs to support communities united by need or interest, not just where they live.

The football community in Scotland has a profound impact on vulnerable populations, particularly those living in poverty. Football clubs are deeply rooted local institutions that inspire change and unity in communities. They harness the power of football to engage with those hardest to reach, often men and young families, using the influence of clubs, badges, stadiums and staff to deliver impactful interventions.

Our partnership with the Scottish Professional Football League (SPFL) Trust sees us deliver vital messaging, interventions and support at 10 new community warm spaces based at SPFL clubs.

Creating a community

For Dementia Support Hampshire & IOW, warm spaces are an effective setting for people to meet and engage with others living with dementia in their local community.

As part of our partnership to support Hampshire residents living with dementia to be safe and warm at home, we're providing energy safeguarding services at the charity's warm hubs as well as emergency funding for households in crisis.



64,870
visitors

2,539
sessions

270
locations





Tackling fuel poverty and energy affordability

Energy efficiency advice

Energy efficiency is a key driver of fuel poverty. By improving home energy efficiency, we help lift households out of fuel poverty.

We've embedded energy efficiency advice across all our programmes. Where a partner doesn't have the in-house capability to offer this service, we upskill their organisation or establish referral links to our trusted energy advice partners, depending on the most appropriate solution for the individual partner.

It's often through initially supporting households in energy crisis that we're able to build trust and effectively engage households around energy efficiency. Once we've revolved the immediate crisis, households are more receptive to accepting our support with broader, longer-term energy efficiency advice.

This is particularly apparent when it comes to supporting the most vulnerable households with energy audits in their homes. Having established that trust by helping them when they needed us the most, when they were in energy crisis, we're best placed to provide support with accessing energy efficiency grants and measures, as well as linking into other expert partners for funding beyond the VCMA.

Tailoring our advice to community need

Whether we're engaging with households in energy crisis or delivering energy efficiency advice, it's vital we're sharing appropriate advice and support based on their circumstances and ability to engage.

Our partner Warmworks identified that improving the fabric and heating of fuel poor homes wasn't enough to lift some vulnerable households out of fuel poverty. Many households find it difficult to use their new central heating systems and understand energy tariffs to enable them to stay warm affordably and effectively.



Through our well-established programme in the Central Belt, we're empowering households with the knowledge and confidence to use their new heating systems and maintain a warm home affordably and efficiently.

Meanwhile, we've expanded our trusted energy advice resources to create information packs on smart meters. This comes after learning about the barriers communities face in adopting smart technologies from our expert partners including Centre for Sustainable Energy and the Wise Group.

Supporting a fair energy transition

We recognise that the same groups who can't engage with the energy market today or need help to are the same groups who are most likely to be left behind in the energy transition. Through our programmes, we're actively ensuring these vulnerable households aren't left behind.

Our partnerships with National Energy Foundation and YES Energy Solutions are examples of how we're ensuring the interventions we're offering today will enable households to participate in the energy market of the future.

Investing in frontline worker training

We've embedded and invested in energy advice training and qualifications for 3,456 frontline workers at our partner organisations this year to ensure we're effectively supporting vulnerable communities to manage their energy needs both today and for years to come.





Grassroots organisations

Grassroots organisations have the ability to reach vulnerable households who wouldn't typically access help from more mainstream sources of support.

It's not always easy to talk to a stranger about energy or money issues. Many people don't feel comfortable seeking help from mainstream sources such as government organisations or crisis agencies like Citizens Advice and Citizens Advice Scotland. Instead, they prefer to turn to trusted local or need-specific grassroots organisations, such as addiction support groups, faith groups or play centres.

Building grassroots capacity

Often these small organisations don't have the capacity or skills to support their service users with energy or financial issues, and they find it difficult to access potential funding streams – like the VCMA – to meet the community need.

We introduced our Safe and Warm Community Scheme as a mechanism to support grassroots organisations with funding and skills to provide energy advice and energy safeguarding services to financially vulnerable communities.

We've partnered with the Centre for Sustainable Energy (CSE) to deliver our scheme, which has supported 48 organisations to date.

Engaging communities through sport

Brechin Buccaneers Cricket Club is one of the organisations we're supporting through our Safe and Warm Community Scheme. It's Crickety clubhouse is a thriving community hub, hosting 70 groups per month, including lunch clubs, parent and toddler groups, and mental health groups.

We're supporting the charity with training and resources to help Brechin households with their energy needs and its volunteers have already signed up 150 residents to the PSR.

As well as helping households when they visit the clubhouse, the charity has identified opportunities to expand their support beyond The Crickety and into people's homes. With new thermal imaging equipment, the charity has helped 304 households improve their home energy efficiency.

Addressing skills gaps through training

We've partnered with North Lanarkshire-based health initiative Getting Better Together to help households in Shotts and the surrounding villages who are in food or fuel poverty. While our Healthy Living Shotts programme initially centred on upskilling one Financial Wellbeing Officer to support households with energy-related issues, the organisation identified a gap in its service delivery.

Getting Better Together recognised that many of the individuals it supports outside of our programme would also benefit from energy advice and from being registered for the PSR. The organisation has harnessed this opportunity and expanded the frontline worker training beyond our programme. With this, Getting Better Together is reaching far more vulnerable households with essential energy safeguarding than anticipated.

Creating connections

This year, we've done more to bring together grassroots organisations to share learnings and connect with each other. Through dedicated workshops and our regional Safe & Warm partner workshops, we've created forums for our smaller, hyperlocal partners to broaden their networks and develop new referral pathways to expand the support offering they're able to provide their communities.



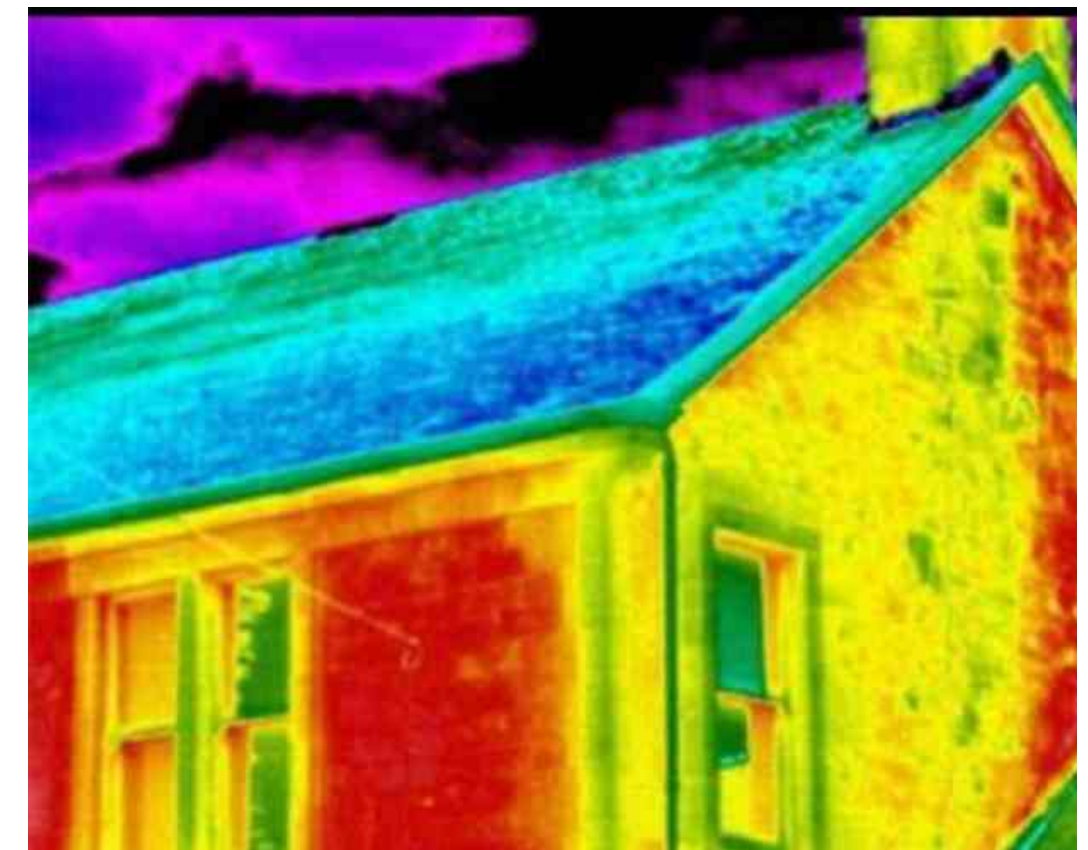
Brechin Buccaneers is at The Crickety.

February 27 · 🌐

Last night / this morning was perfectly cold for our thermal imaging. So those strange people walking around at 2am were our energy advisors and not someone casing your house.

6 hours and around 30,000 steps later we have 313 images of houses (45 homes still to be taken but we simply run out of time and its was zero degrees by that point)

We will now need a little time to print, sift and study images before we get back to you all. Quite a few interesting preliminary results as well as a good few highlighting what old building used to be for





Warmth for Wellbeing

Partnership ambition

We've partnered with Brighton & Hove City Council since January 2024 to identify and support vulnerable households in energy crisis, complementing its existing Local Discretionary Social Fund (LDSF) service.

Building on a four-month pilot with UK Power Networks, we've since extended our partnership until March 2026 with the aim of supporting 4,842 financially vulnerable fuel poor households in energy crisis.

Partnership progress

To date, we've supported 2,098 households in energy crisis, of which 1,682 were provided fuel vouchers to manage their immediate need. As well as providing emergency support, we've also registered 140 households for the PSR and provided 28 CO alarms to households without this lifesaving equipment.

Learning and dissemination

We found that many of the households we supported with crisis funding were returning for more help later in the year. As part of the programme's move towards prevention work from April 2025 onwards, we're joining forces with a local charity Money Advice Plus to identify vulnerable households to support with money advice, income maximisation and build long-term financial resilience.

SGN investment:
£506,010

January
2024
to March
2026



SROI: £4.36
NPV: £2,154,872



Brighton
and Hove





Safe and Warm Community Scheme

Partnership ambition

By partnering with Centre for Sustainable Energy (CSE) to deliver our Safe and Warm Community Scheme, we're able to help grassroots organisations support financially vulnerable communities with both funding and skills to provide energy advice and energy safeguarding services.

Partnership progress

We've provided 48 grassroots organisations with the skills and resources to help frontline support workers lift hard-to-reach households out of fuel poverty and provide energy safeguarding services since November 2022. So far, we've reached 35,728 vulnerable households with energy advice, supporting 11,663 eligible households sign up to the PSR and providing 1,422 households with a CO alarm.

Learning and dissemination

Our Safe and Warm Community Scheme has become a blueprint for CSE in managing funding and capacity building programmes with grassroots organisations. As a direct result of our programme, CSE is now delivering a similar scheme for Northern Gas Networks.

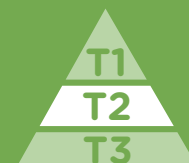
CSE has been using the learnings from the programme to advocate for grassroots organisations delivering energy advice through its policy work, feeding into government consultations and stakeholder workshops with DNOs and GDNs.

SGN investment:
£2,882,288

November
2022
to March
2026



SROI: £0.79
NPV: £2,268,666



SGN regions



Tenant Energy Support

Partnership ambition

Around 40% of housing association tenants in Scotland are living in relative poverty, more than any other tenure. We've partnered with Changeworks to introduce a new national energy advice service for housing association tenants. We aim to reach 1,540 tenants across Scotland with in-depth energy advice and advocacy, helping households to use energy safely, efficiently and affordably.

Partnership progress

We've welcomed eight new housing associations to the service and have supported 415 households with one-on-one energy advice since our partnership began in August 2024.

Through this one-on-one support, we've signed up 63 households to the PSR, provided 54 households with life-saving CO advice, and 123 households have been referred for additional support including welfare rights and income maximisation advice, tenancy sustainment support and access to emergency energy top-ups.

Learning and dissemination

The service is running slightly behind on overall reach, as well as volunteer and staff training, as onboarding took longer than expected. However, we've now onboarded eight housing associations to our new service and we're supporting tenants from all these housing associations. With our mobilisation issues resolved and additional future frontline worker training planned, we're confident about meeting our targets next year.

SGN investment:
£242,464

August
2024
to March
2026



SROI: £1.12
NPV: £264,317



Scotland



Midlothian Affordable Warmth

Partnership ambition

Nearly a third of households in Midlothian are living in fuel poverty. Together with Changeworks and Penicuik Citizens Advice Bureau, we've developed a holistic people-centred fuel poverty support service serving the local community. The partnership aims to help at least 640 households across Midlothian with access to support including access to energy advice, registering for the PSR and crisis funds when essential.

Partnership progress

We've supported 818 households with energy efficiency and income maximisation this year, well exceeding our target of 640 households over the project duration already. For these 818 vulnerable households, our support has helped them achieve financial savings of £205,031.

As part of our programme, we've upskilled 34 frontline workers with energy safeguarding skills including fuel poverty, CO safety and PSR awareness.

Learning and dissemination

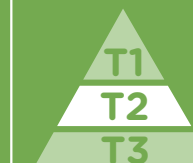
By actively collaborating with established community groups, we've expanded the programme's reach and impact across Midlothian. Targeted community outreach has been a key part of this. We've seen particular success from holding advertised drop-in surgeries at key locations including food banks, libraries and community centres. We've observed that some vulnerable households in crisis, particularly older residents, are reluctant to accept financial help. While they're unwilling to accept emergency fuel vouchers, we've found helpful items like heated blankets are well received.

SGN investment:
£129,941

April
2024
to June
2025



SROI: £2.46
NPV: £319,760



Midlothian,
Scotland



Arun & Chichester



East Dorset & Purbeck



Bright Futures Energy Champions

Partnership ambition

With continuing high energy prices and fewer households receiving the Winter Fuel Payment, Citizens Advice teams across our Southern network area were struggling to meet demand as we headed into winter 2024. Their data showed only 31.5% of people seeking help were from marginalised groups.

We've partnered with Citizens Advice to support more households through its existing Energy Advice Programme and address this inequality. In expanding this service and introducing a new community-based caseworker service, we're targeting households from under-represented and marginalised communities.

Partnership progress

Since launching in January 2025, we've provided 399 households with in-depth energy and income advice over 621 separate appointments. We've supported clients with 3,027 unique issues and identified £719,680 in income gain with an average increase of £1,840 per household.

In addition, we've supported 174 households join the PSR, 103 households with emergency fuel vouchers, 47 households with foodbank referrals and 20 households with lifesaving CO alarms.

Learning and dissemination

As part of our programme, we've trained advisors on inclusion methods relevant to community outreach initiatives, for example, using translation services and workarounds for those without digital access. Training on awareness of inclusive language has been particularly helpful in the Clare Project in Sussex where the team is providing support for Trans, Intersex and non-binary communities.

SGN investment:
£1,950,000

SROI: £11.84
NPV: £22,528,759



Tackling fuel poverty together

Partnership ambition

Together with Citizens Advice Arun & Chichester and Citizens Advice 1066, we're supporting some of the most deprived communities in southern England. By creating strong referral pathways to over 600 local groups and training frontline workers in the community, we're supporting 4,354 households with energy caseworker support.

Partnership progress

Since 2021, we've supported 8,840 vulnerable households via energy caseworkers and 5,551 this year alone. The holistic approach to delivery means that the outcomes for customers go beyond energy. This year, the partnership has supported 2,142 customers with income maximisation and benefits checks, helped 325 households with debt issues and supported 644 customers to sign up to the PSR.

Learning and dissemination

In delivering this programme, the teams have identified the need for more capacity across the county. In response, we've expanded our initiative to provide home visits to residents in Crawley and Eastbourne in addition to Arun, Chichester, Hastings and Rother. This year, the teams have observed that health-focussed energy training for professionals has continued to remain popular and warm spaces have proven to be a great way of reaching clients who would not proactively approach Citizens Advice for help.

SGN investment:
£632,940

SROI: £18.90
NPV: £11,965,870



Breaking Barriers

Partnership ambition

Dorset has the largest regional fuel poverty gap in southwest England. In partnership with Citizens Advice East Dorset and Purbeck, we're delivering 150 energy events and workshops in warm spaces and training 200 frontline workers who work with vulnerable people in the community on energy safeguarding. The partnership aims to help at least 10,500 households to use energy safely, efficiently and affordably.

Partnership progress

In the first year of the partnership, we've trained 201 frontline workers on energy safeguarding and delivered 39 energy events in welcoming warm spaces. This has enabled us to support 4,686 vulnerable households with 1,464 households helped through in-depth specialist case work.

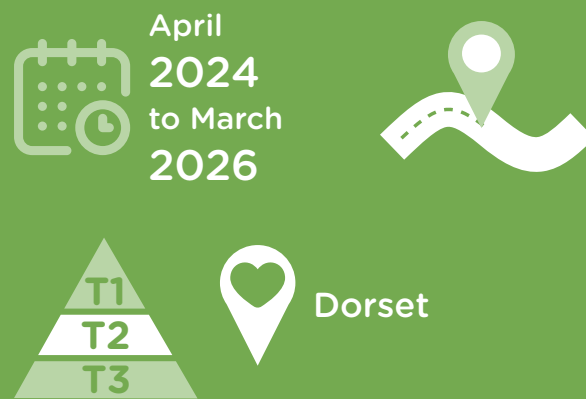
Learning and dissemination

Our partnership includes investment in a new rural Energy Advice Bus to help bring much-needed support to isolated and rural communities and emergency energy vouchers for households in crisis.

This accessible and integrated approach is proving to be a successful way to reach households without transport, who otherwise struggle to access support services. We've also identified this approach is particularly successful at reaching those who are digitally excluded and offers a new 'at the front door' way to offer access into holistic advice services.

SGN investment:
£747,162

SROI: £1.28
NPV: £1,229,634





citizens
advice

Hampshire



citizens
advice

Rushmoor



citizens
advice
scotland



Home & Well

Partnership ambition

The Home & Well programme aims to support 11,250 residents in Hampshire and the Isle of Wight to return home as quickly and easily as possible after a hospital stay. Importantly, the programme ensures people have a safe and comfortable home environment that will help them to continue to recover rather than relapse and return to hospital.

Partnership progress

Our award-winning programme has helped 8,214 hospital patients return to a safe and warm home to date. In addition to energy advice services, the team has supported 6,230 people to sign up to the PSR and provided 5,956 benefit checks. The team has expert caseworkers to support patients with complex challenges including housing, debt and independent living support.

Learning and dissemination

The programme is increasingly seeing more clients with complex issues, often requiring multiple adviser visits and requiring appointment times. There is a noticeable trend of referrals to the Home & Well service being made more frequently from secondary care providers such as Social Prescribers, GP surgeries, care providers and supporting charity workers. The initiative has been linked into Energy Systems Catapult with data and insights helping with the design of the Warm Homes Healthy Futures project.

SGN investment:
£694,751

SROI: £3.45
NPV: £4,709,216



Switched On

Partnership ambition

Rushmoor in Hampshire is a densely populated and diverse borough that suffers poor levels of economic activity, health and educational attainment.

We've partnered with Citizens Advice Rushmoor to help households who are struggling with high and unaffordable energy bills. By providing holistic, person-centred support, we're alleviating fuel poverty and helping households maintain a safe and warm home.

Partnership progress

We've supported 548 households in Rushmoor, including specialist advice for 381 households to help resolve complex energy issues. We've provided income maximisation support for 290 households and registered 156 households for the PSR.

The team has attended 31 community events, reaching 195 households with energy efficiency advice with 66 households receiving income maximisation advice.

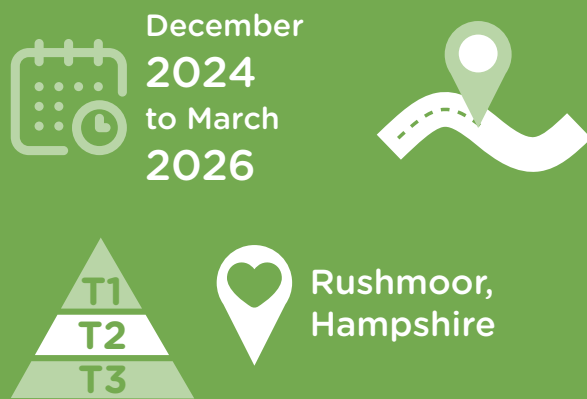
We've also trained 15 frontline community leaders on energy safeguarding and referral routes to support fuel poor households.

Learning and dissemination

Through this partnership, we've developed a greater understanding about how the older Nepalese community in particular is excluded from accessing services and communicating with energy companies. In response, Citizens Advice Rushmoor reevaluated its Nepali services as a whole. The team has now translated more energy advice into Nepali, produced more visual aids, provides extra interpreting services and works more closely with other partners supporting the Nepalese community.

SGN investment:
£70,193

SROI: £4.89
NPV: £334,200



Safe and Warm Advice Service

Partnership ambition

We've co-designed and delivered a number of initiatives with Citizens Advice Scotland in recent years, culminating with our expanded Safe and Warm Advice Service.

Through the service, specialist energy advisors aim to support 9,215 households with bespoke energy advice from bureaux embedded in the most deprived areas of Scotland. We've expanded the service to deliver our Safe and Warm Advice Service in three NHS hospitals this year, helping vulnerable patients to return to a safe and warm home.

Partnership progress

We've supported 4,249 households this year from 10 Citizens Advice Scotland bureaux and a further 881 households in hospitals. Energy advisors held 2,785 CO safety conversations, helped 4,416 households sign up for the PSR and provided fuel vouchers to 1,525 households in crisis. Through benefits checks and income maximisation support, we've achieved a financial gain of £639,160 for vulnerable households.

Learning and dissemination

Taking best practice from the Home & Well project in our Southern network, we've replicated this model within our existing Safe and Warm Advice Service in Scotland. Specialist energy advisors work with local NHS discharge units to develop referral pathways, raise awareness of the Safe and Warm Advice Service and provide additional energy related help and safeguarding.

SGN investment:
£1,659,907

SROI: £1.94
NPV: £3,190,844





Energy Matters

Partnership ambition

In July 2022, Cherwell District Council in North Oxfordshire declared a fuel poverty emergency. In partnership with Citizens Advice West Northants & Cherwell, we're engaging a wide range of community groups to proactively identify households in fuel poverty and support them to reduce energy costs and increase household incomes. We aim to help at least 4,150 households through our partnership with caseworker support, focussing on digitally and culturally excluded households, disabled, and older people.

Partnership progress

We've supported 2,953 households to date with personalised energy safeguarding services. This year, the team has helped 760 customers sign up to the PSR, provided emergency fuel vouchers for 788 households, held 867 CO awareness sessions and provided 816 lifesaving CO alarms.

Learning and dissemination

The Citizens Advice team has seen an influx of older residents accessing their services, who are struggling with a reduced income and no longer qualify for Winter Fuel Payments. Many are not using their heating and sitting in the cold at home, due to the worry of high bills. Alongside other support, we introduced warm packs to people impacted to help keep warm over the winter.

SGN investment:
£473,129



SROI: £5.83
NPV: £2,737,005

South West London Energy Advice Partnership (SWLEAP)

Partnership ambition

In south-west London, there are vast inequalities with areas of extreme deprivation existing alongside wealthier areas. We've proudly joined forces with SWLEAP to build capacity into the existing multi-channel fuel poverty engagement service. With our support, we'll deliver energy safeguarding services to 4,000 south-west London residents living in fuel poverty through a telephone advice line, face-to-face appointments home visits and community events.

Partnership progress

Launched in April 2024, the partnership has hosted 134 community events so far, reaching 2,473 south-west London households often from underserved communities with energy safeguarding services. The team has provided in-depth energy advice for 1,904 residents, issuing 239 emergency fuel vouchers, registering 258 households for the PSR and distributing 162 lifesaving CO alarms. We've also provided 378 home visits to the most vulnerable households to discuss energy efficiency and address any welfare concerns.

Learning and dissemination

The impact of fuel poverty is accumulating as high energy costs persist. Our in-home visits create a more personable approach to energy advice and encourage behavioural changes to support people to reduce the impact of these costs. SWLEAP continues to build a strong presence in the community to build trust and increase uptake in our vital services.

SGN investment:
£344,649



SROI: £1.53
NPV: £600,860

Safe and Warm in Scotland's Communities

Partnership ambition

Many fuel poor households, and households where English is not their first language, can struggle to access information and support to help stay safe and warm at home.

We're working with Energy Action Scotland (EAS) to build a new collaboration of five grassroots organisations that provide accessible energy advice to households in highly deprived fuel poor areas. By engaging organisations such as housing associations and not-for-profit organisations, we're aiming to provide 3,749 households with support to use energy safely, affordably and efficiently.

Partnership progress

We've embedded energy advisors in five community organisations. Advisors have received training to achieve the City & Guilds Energy Awareness (6281-01) qualification, as well as CO awareness training from Gas Safe Charity and PSR training with SP Energy Networks. Since launching, we've reached 1,158 households through one-to-one sessions and community events. We've supported 703 households with income maximisation, achieving approximate financial gain of £334,436 for these households.

Learning and dissemination

Energy Action Scotland has identified the most appropriate local partners and fully engage organisations with the programme. This has contributed to its success, as these partners are trusted by their communities and the interventions are being delivered by representatives from the communities we aim to support. For example, the programme has bilingual advisors who support households speaking 11 different languages, ensuring people who do not confidently communicate in English can access help.

SGN investment:
£457,118



SROI: £2.00
NPV: £893,262





Warm Home Prescription

Partnership ambition

The pioneering Warm Home Prescription service is embedded within the health sector to identify those most at risk from hospitalisation if they live in a cold home. The holistic programme provides energy advice and interventions to help households stay safe and warm, while delivering a broader social impact in alleviating pressure on the NHS.

Together we're expanding the Warm Home Prescription service to support 2,000 households across Scotland and the south of England.

Partnership progress

Since December 2024, we've received Warm Home Prescription referrals from health service partners for 148 households who are struggling to maintain a safe and warm home. We've already supported 83 of these households, including providing emergency funds to 81 vulnerable households in crisis whilst assessing the household for relevant energy efficiency measures.

Learning and dissemination

Energy Systems Catapult has observed that vulnerable households' needs are becoming more complex, with households needing support for longer and hoarding becoming a growing concern. Additionally, households are turning away from traditional support, with some refusing financial aid and more households preferring heat the person interventions over heating their home. Through our Safe & Warm partnership network, Energy Systems Catapult has connected with Thinking Works and SELCE, as Warm Home Prescription advisors and referrers.

SGN investment:
£1,550,000



SROI: £3.12
NPV: £4,710,947

Expanded Fuel Crisis support in Scotland

Partnership ambition

Young adult households are the age group most likely to be new to prepayment meters and struggling to adjust to a new way of planning their energy use and finances, particularly during the cost-of-living crisis. Our programme in Scotland is one of two new regional programmes with Fuel Bank Foundation, providing crisis support and energy safeguarding services to 5,914 younger Scottish households most in need.

Partnership progress

Although we only began mobilising our project in October, we're already providing essential support to vulnerable households throughout Scotland. To date, we've helped 1,714 younger people with emergency fuel vouchers with additional advice services designed to lift them out of crisis.

Learning and dissemination

Despite still being in the early stages, we've gained valuable insight into the challenges that younger Scottish households are facing when it comes to affording household essentials. We've found that two in five households choose between food or energy at least once a week, while over half sacrifice hot food weekly. The crisis support we're delivering through this project provides a valuable lifeline for vulnerable households struggling with the cost of living.

SGN investment:
£399,962



SROI: £2.42
NPV: £943,042

Fuel Crisis - Young people and families

Partnership ambition

Younger people are desperately struggling, with people aged 18 to 35 most likely to be living in perpetual fuel crisis. We've teamed up with Fuel Bank Foundation on two regional programmes to introduce targeted crisis support and energy safeguarding services into young communities most in need. Our 18-month programme in Southern England aims to support 14,480 younger households in crisis.

Partnership progress

Since launching our programme in October 2024, we've built new referral pathways for young families to access much needed crisis support in areas where need is greatest. So far, we've supported 3,608 young people across the south of England with crisis funds and follow-on support to try and break the dependency on fuel vouchers.

Learning and dissemination

We've found an increasing number of young people we have supported have children at home. Many of these households are losing access to heat, light and power multiple times every week. The likelihood is that these children are going to school hungry, possibly wearing unwashed uniforms, and tired after being too cold to sleep. Our programme is providing a vital lifeline to those vulnerable families.

SGN investment:
£900,000



SROI: £2.11
NPV: £1,882,278





Shotts Healthy Living

Partnership ambition

We've partnered with community-based health initiative Getting Better Together to fund a part-time dedicated Financial Wellbeing Officer to help 120 households in Shotts and the surrounding North Lanarkshire villages who are in food or fuel poverty.

We're targeting our support towards households who face barriers to accessing mainstream support due to location, lack of transport or limited digital access.

Partnership progress

Since the programme began in January 2025, we've trained eight Getting Better Together colleagues on the risks of carbon monoxide and the benefits of the Priority Services Register. We've supported 164 households to maintain a safe and warm home by holding 102 CO safety conversations, issuing 26 CO alarms and referring six households for a locking cooker valve.

Learning and dissemination

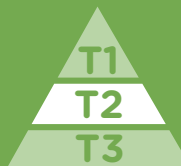
In delivering our Shotts Healthy Living initiative, Getting Better Together has learned that tailored, face-to-face support is crucial for those facing financial hardship. Sharing insights from this programme through its networks has shaped wider wellbeing initiatives, strengthening partnerships and embedding long-term financial resilience. By embedding financial wellbeing into community services, we're creating lasting resilience and accessibility for Shotts households.

SGN investment:
£5,306

January
2025
to June
2025



SROI: £2.25
NPV: £11,923



Shotts,
North
Lanarkshire



Home & Well Good Neighbours Network

Partnership ambition

The Good Neighbours Network brings people together across Hampshire to lend a helping hand to others in their communities, for example, providing transport to medical appointments or helping with gardening and DIY.

Like us, the Good Neighbours Network is one of few organisations stepping through the front doors of some of the most vulnerable households in our communities. That's why we've joined together, proactively supporting at least 4,000 Hampshire residents through tailored energy safeguarding and support services designed to tackle fuel poverty.

Partnership progress

Our Home and Well Good Neighbours Network runs alongside our existing Home & Well partnership with Citizens programme Advice Hampshire, increasing the energy support services available to Hampshire residents.

Good Neighbours Network volunteers have supported 1,323 vulnerable households so far. This included providing 629 households with PSR information, 402 households with energy behavioural advice and providing 239 CO alarms.

Learning and dissemination

The partnership has considerably exceeded expectation when it comes to training volunteers on CO, fuel poverty and PSR awareness. We set out to train 90 volunteers on each of these topics by March 2026. In the first 12 months, we've already trained 384 volunteers on the PSR, 332 on CO and 151 on fuel poverty.

SGN investment:
£418,956

April
2024
to March
2026



SROI: £1.65
NPV: £679,313



Hampshire



Safe and Warm Fife

Partnership ambition

Our programme builds on the success of Greener Kirkcaldy's existing energy advice service, extending support to the most vulnerable and traditionally hard-to-reach households including older people, people on low incomes and people with disabilities or long-term health issues. After initially setting out to engage up to 20,000 Fife households over two years, we've expanded our programme to reach a further 51,840 residents by March 2026.

Partnership progress

Since expanding our programme in April 2024, we've provided 35,765 households with information on how to use energy safely, efficiently and affordably through marketing campaigns. This is in addition to the 75,875 households we reached during our first two-year programme.

This year, we've provided one-to-one support for 1,514 Fife households in crisis. Through these sessions, we've registered 523 households for the PSR and provided benefits checks to support 393 financially vulnerable residents increase their household income. On average the benefit award has been £4,641.24.

Learning and dissemination

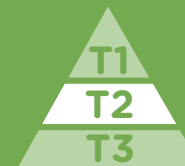
Demand for the service increased as winter arrived, particularly from disabled people and older people who are vulnerable to the cold, with appointments booked about a month in advance. Greener Kirkcaldy introduced a triage system to prioritise urgent cases for faster telephone support. Through its partnership with Fife Council, we can support households in fuel crisis with a referral for immediate support, which helped mitigate against the higher demand this year.

SGN investment:
£287,919

May
2024
to March
2026



SROI: £3.44
NPV: £973,885



Fife, Scotland





The Vulnerability Initiative

HEALTHY HOMES SOLUTIONS

Helping the nation live better



Warm Homes Fife

Partnership ambition

Greener Kirkcaldy is a community-led charity working locally to bring people together, supporting residents in fuel poverty. With a well-established community engagement partnership in place, we piloted a proactive gas servicing initiative to support 10 financially vulnerable households where the occupier could not afford to service their boiler.

Partnership progress

We supported 10 households with a free heating system service. All households were on a low income and identified as having a health issue or vulnerability which put them at risk of the cold. These households also all received energy and safeguarding advice, including information about carbon monoxide safety and the Priority Services Register.

Learning and dissemination

We extended our pilot by five months as we initially found households were reluctant to accept the free appliance servicing offer. Greener Kirkcaldy worked to understand the barriers to households participating in the initiative and adapted their approach to engage homeowners around the importance of maintaining their heating system which led them to take up the offer. This also led to us supporting these households to maintain the warranties for their new boiler through annual servicing. If any other energy-related issues arise at the first service, we refer the household to our Warm Homes Fife project for help.

SGN investment:
£1,021



SROI: £16.11
NPV: £16,918

Green Doctors Kent

Partnership ambition

Building on our previous two-year partnership with Groundwork Kent, we aim to support 3,200 Kent households in fuel poverty and energy crisis through community events and personalised support. The service is integrated into the community with the energy advice team providing training to frontline workers, ensuring customers at risk of living in a cold and unsafe home are referred to the Green Doctors team.

Partnership progress

The partnership is exceeding expectations again this year, reaching 5,354 customers since April 2021. This year, the service supported 759 households and some of the key outcomes for customers included holding 430 CO awareness conversations and distributing 107 CO alarms. The team also trained 322 frontline workers on energy triage to help increase community referrals into the service.

Learning and dissemination

With the Groundwork project well established, we've seen the programme increase its reach and deepen stakeholder engagement over the past year. By attending our Safe & Warm partnership network engagement event in October to share information about the Green Doctors programme, Groundwork has built links with other partners to explore new cross-referral opportunities. The partnership has been particularly successful in identifying and supporting households in energy crisis, exceeding their emergency funds target by issuing 109 fuel vouchers.

SGN investment:
£176,077



SROI: £16.01
NPV: £2,793,363

VRS Healthy Homes Initiative

Partnership ambition

We're partnering with Healthy Homes Solutions on an integrated data-driven approach to proactively identify and support more than 8,000 vulnerable households to access key energy safeguarding services to help maintain a safe and warm home. Through the Vulnerability Registration Service (VRS), we're working with Healthy Homes Solutions to provide households with easy access to services that can help alleviate fuel poverty and improve financial resilience.

Partnership progress

Since its launch, we've supported 2,219 households with energy safeguarding services. This includes registering 1,748 residents for the PSR, supporting 1,517 households to maximise their income, helping 1,724 residents to complete criteria checks for home improvement grants and providing 1,256 households with information on broadband social tariffs and water saving kits.

Learning and dissemination

Through one-to-one sessions, the team guides households through various support options that can improve their living conditions and reduce energy costs. As well as educating households on available support services, we're also able to register households directly for services to save households time, effort and worry. Over 80% of households have signed up for five or more support services through these sessions, demonstrating the benefit of a holistic approach to supporting vulnerable households.

SGN investment:
£619,116



SROI: £2.36
NPV: £1,424,009





INCOMEMAX



National Energy Foundation



Maximising incomes to keep homes warm

Partnership ambition

Together with IncomeMax, we're addressing fuel poverty by offering households personalised income maximisation support alongside specialist energy advice. We're targeting our support to older people and disabled people affected by the removal of the Winter Fuel Payment, as well as investing in an AI solution to support our Safe & Warm partnership network help financially vulnerable households access unclaimed benefits that can alleviate poverty.

Partnership progress

Since launching in early 2025, we've rolled out the service via our frontline operational teams. During this short time, IncomeMax has already supported 52 customers referred from our operational teams with income maximisation and benefits checks. We've identified an estimated total income of £170,704 for these households, including unclaimed benefits.

Learning and dissemination

We're already providing both immediate telephone and in-community support to vulnerable households as well as developing a scalable AI support solution to help unlock unclaimed benefits. This combination of expert personalised advice and innovative AI technology will ensure those most in need receive the help they deserve, while also laying the groundwork for a cost-effective, scalable service in the future.

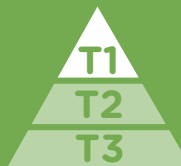
As well as supporting households through referrals from our frontline teams, IncomeMax has also begun taking referrals directly from some of our Safe & Warm community partners including Alzheimer's and Dementia Support Services (ADSS), Fuel Bank Foundation and SELCE.

SGN investment:
£980,000

October
2024
to March
2026



SROI: £10.63
NPV: £10,156,921



SGN regions

Digital Kent

Partnership ambition

The Digital Kent initiative is designed to improve digital inclusion and ensure vulnerable residents have the skills, technology and confidence to access online services. We've partnered with Kent County Council to add energy advice services into this scheme. Together, we're helping at least 7,500 vulnerable Kent households access digital tools and energy-related services.

Partnership progress

So far, we've supported 4,571 households through the Digital Kent service. All households received energy advice with the team helping 1,014 households with benefits and income maximisation support, supporting 690 households to sign up for the PSR and providing personalised energy efficiency advice to 452 residents.

Learning and dissemination

Since our programme started in January 2024, Kent County Council has gone through far-reaching restructuring, which impacted programme delivery. By extending our partnership until March 2026, the team is now able to continue supporting digitally excluded households with the introduction of the new Digital and Financial Hardship MOT.

SGN investment:
£152,081

January
2024
to March
2026



SROI: £23.57
NPV: £3,519,139



Kent

Better Housing Better Health

Partnership ambition

We first joined forces with the National Energy Foundation (NEF) in 2023 to introduce an integrated and comprehensive warmth and wellbeing support service in areas of high deprivation across the south of England. We've now extended our holistic Better Housing Better Health service to 2026 to facilitate access to health, income and housing support services, as well as energy-related advice and extended our reach into South London, Kent and Sussex.

Partnership progress

We've provided information on safe ways to save energy and money to 4,191 households in areas of high deprivation this year, having been referred into the partnership through direct marketing and outreach activity. From this outreach, we've directly supported 229 vulnerable households with home energy visits, issued 3,054 emergency fuel vouchers to customers in crisis and provided 913 lifesaving CO alarms.

Learning and dissemination

We've continually adapted our approach based on feedback and engagement rates, refining our outreach methods to better support underserved groups. We have continued working with local authorities and housing associations, but have also attended freshers' events to reach students new to independent living and run targeted digital marketing campaigns to reach thousands more people.

We've noticed an increasing number of households with mental health needs or struggling to afford food, so we've widened our network of partner organisations to meet these two specific needs.

SGN investment:
£1,287,000

September
2023
to March
2026



SROI: £3.06
NPV: £4,170,810



Southern England





Warm and Well Networks in Lambeth

Partnership ambition

Lambeth is a densely-populated inner London borough, with 31% of residents living in high-deprivation areas. It is also ethnically diverse with 63% of residents identifying as non-White British. With trust such a critical factor in delivering effective support and building capacity among households facing intersectional exclusions, we've joined together with Repowering London to deliver energy advice and safeguarding services to fuel poor households across Lambeth.

Partnership progress

This year the Repowering London team has supported 2,049 households with income maximisation, energy advice and CO awareness sessions. We've provided 104 households with a CO alarm and signed up 81 households to the PSR. As part of our programme, we've trained 79 frontline workers with the skills to identify and support households in energy crisis.

Learning and dissemination

Delays with mobilising the project impacted on how many households the partnership has supported in its first year. With a dedicated programme manager now in place, the initiative is on track to meet the second-year targets. This has been aided by Repowering London experimenting with various outreach and engagement strategies, which have cultivated long-term, impactful relationships with different community networks and services.

SGN investment:
£204,396



SROI: £2.08
NPV: £424,907

Help for Warmth Dorset

Partnership ambition

We've partnered with Ridgewater Energy to build capacity in its existing Help for Warmth service. Alongside local councils, third-sector organisations, the health sector, social housing partners and the private rented sector, we're tackling fuel poverty across Dorset. We're offering a one-stop service for organisations to refer households for advice on energy saving, energy efficiency improvements and how to access funding for energy efficiency upgrades.

Partnership progress

Through bespoke one-to-one home visits, the Ridgewater Energy team has helped 830 vulnerable Dorset households to improve their home energy efficiency. We've distributed 335 warm packs, 184 heated blankets and 154 lifesaving CO alarms to households most in need.

We've also reached another 381 residents by hosting 60 community energy advice events, including drop-in sessions and talks with the purpose of identifying those who need extra help.

Learning and dissemination

The partnership's success lies in the collaborative co-design approach, which allows us all to meet key organisational objectives and address local needs effectively. The opportunity to engage with our Safe & Warm partnership network both locally and beyond has enabled Ridgewater Energy to build new partnerships with organisations such as Kidney Care UK, helping the organisation expand its network of support to those who need expert local energy services.

SGN investment:
£279,834



SROI: £1.08
NPV: £295,442

Dundee Heat

Partnership ambition

Dundee has some of the highest rates of fuel poverty in Scotland, with 29% in fuel poverty and 15% living in extreme fuel poverty. Social enterprise Scarf has been working with Dundee City Council to alleviate the impact of fuel poverty on households across Dundee. Together, we've co-created a holistic support advocacy service that gives 4,000 fuel poor households in Dundee free access to energy experts.

Partnership progress

We've supported 1,769 Dundee households with one-to-one energy advice this year, as well as provided 297 emergency fuel vouchers and helped 135 households to manage their energy debt. Our support has helped households achieve a combined financial gain of £35,255 so far.

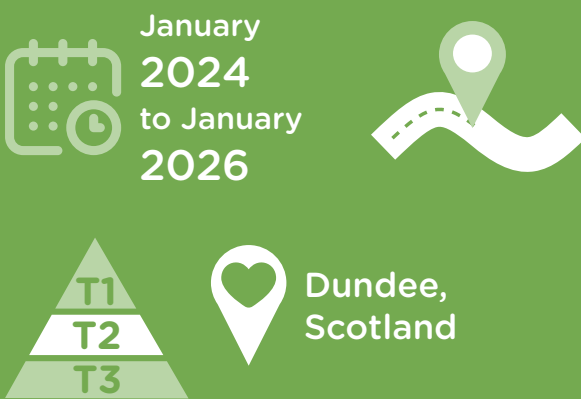
We've trained 22 home energy advisors on carbon monoxide awareness and the PSR, which has become a key focus during visits.

Learning and dissemination

The Scarf team has observed that households are sceptical of the PSR and hesitant about joining - even when the service is explained by a trained advisor on a home visit. The project is addressing this challenge through clear and concise marketing campaigns, as well as equipping advisors with as much information about the PSR as possible so they can answer any questions and put households at ease.

This programme has been so successful in reaching vulnerable households, we've replicated this programme in Aberdeen.

SGN investment:
£262,600



SROI: £1.19
NPV: £308,698





Aberdeen Heat

Partnership ambition

Despite its perception as an affluent oil capital, Aberdeen ranks as the 13th most deprived of all 32 local authority areas in Scotland and third highest in terms of unemployment rates. Following the success of our Dundee Heat project, we've partnered with social enterprise Scarf to link 700 fuel poor households in Aberdeen with Safe and Warm energy experts.

Partnership progress

Safe and Warm Energy Advisors have supported 1,013 households in Aberdeen this year with information on energy efficiency and safeguarding. We've provided in-depth support for 534 households through an energy home visit, helped over 100 households sign up to the PSR and provided 67 carbon monoxide alarms to those without.

We hoped to achieve a financial gain of £8,000 for Aberdeen households this year by linking vulnerable households in energy crisis into local charitable funds and grant schemes. However, we've exceeded that, reaching £66,814 in financial gains.

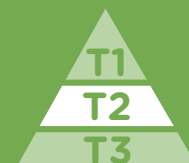
Learning and dissemination

Demand for home energy advice in Aberdeen has increased significantly this year, with Scarf experiencing a 35% increase in requests for energy home visits. However, in increasing the team's expertise and knowledge around carbon monoxide and the PSR, home visits are taking longer as advisors are providing more support beyond energy efficiency alone. Despite this challenge, the service has been able to exceed our support targets this year through a mix of home visits, telephone support and email advice.

SGN investment:
£83,234



SROI: £1.61
NPV: £135,348



South London Together

Partnership ambition

By bringing together SELCE and Thinking Works, we aim to support at least 7,828 vulnerable households across South London through a skilled energy caseworker. Our programme has a targeted focus on helping financially vulnerable communities, especially digitally and culturally excluded households, disabled people and older people.

Partnership progress

This year our partnership has supported 4,770 households with energy safeguarding services. This included delivering 2,996 CO awareness sessions, helping 1,858 customers sign up for the PSR, offering crisis funds to 1,185 households and issuing 747 lifesaving CO alarms.

The team has also completed 909 Heat Doctor appointments, providing essential heating system maintenance and simple repairs such as bleeding radiators, repressurising boilers and adjusting the flow control.

Learning and dissemination

Through sharing approaches and best practice, SELCE and Thinking Works identified an opportunity to better support residents who don't speak English as their first language. In response, they've introduced a single translation service to help residents across both organisations.

We've also been able to extend the geographical reach of this programme, as SELCE has engaged Community Links Bromley to reach more households across South London.

SGN investment:
£777,263



SROI: £2.05
NPV: £1,525,546



Energy Support

Partnership ambition

The Money Matters Advice Service is a free and confidential service that helps people living in South Lanarkshire to claim benefits and deal with debt. As a direct impact of the pandemic and cost-of-living crisis, South Lanarkshire Council has seen a significant increase in demand for its services, particularly relating to money, energy and welfare benefit advice.

We've partnered with South Lanarkshire Council to increase capacity of the Money Matters Advice Service to help 3,000 vulnerable households use energy safely, efficiently and affordably.

Partnership progress

We've recruited a new energy advisor, who is supporting households in five community hubs across South Lanarkshire. We've also upskilled 53 frontline council workers with PSR and CO awareness training. So far, we've supported 2,124 households through the programme.

As well as one-to-one support, we've distributed energy safeguarding information and efficiency advice to approximately 1,980 households through the council's online portal.

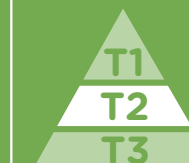
Learning and dissemination

South Lanarkshire Council has identified a gap in its support offering with some households repeatedly visiting hubs for emergency energy vouchers. The council has addressed this need by investing more into the advice and support required to reduce dependency on crisis funds.

SGN investment:
£57,765



SROI: £15.33
NPV: £885,322





Tackling fuel poverty and energy affordability

Safely back on support

Partnership ambition

More than 200 vulnerable housing association households in the south-central area of Glasgow are not using their gas supply. There are various reasons why vulnerable households may choose to isolate their supply or have the decision taken away from them by their supplier.

We've partnered with community organisation South Seeds to support vulnerable households in south-central Glasgow to address the reasons and restart using their gas supply to heat their homes.

Partnership progress

During the 11-month programme, we've supported 58 households to use their gas supply to heat their homes again. We've also supported 70 households to register for the PSR as well as provided 20 households with lifesaving CO alarms and CO safety advice.

Learning and dissemination

At the end of the programme, South Seeds will produce a publication which will include case studies explaining how the household came to be disconnected from gas and the support that followed to safely reconnect them.

Through documenting the real journey of residents getting back on supply, the successes of the project and the barriers people face to maintain affordable heat will be better understood by the organisations that support these residents including the housing association and Trussell.

SGN investment:
£3,000



SROI: £1.75
NPV: £52,515



South-central
Glasgow

Warm Welcome

Partnership ambition

We co-founded the Warm Welcome partnership with Surrey County Council in 2022 to reach hyperlocal communities in need of support. We created a network of warm hubs across the county, with each venue offering a place to go for a hot drink, social interaction and support with energy needs. This winter, we aimed to help at least 34,000 vulnerable residents who would find it difficult to stay warm.

Partnership progress

We've well-exceeded our ambition by supporting more than 69,309 households at 84 locations across Surrey this year, which includes 42 libraries and 42 community spaces.

The hubs have held 9,554 energy advice sessions and had 1,262 CO safety conversations. We've provided 11,517 winter essential packs including thermal socks, gloves, flasks and wheat bags. We've also helped 18,487 residents in crisis with household essentials, as well as onward support into other key services including food banks.

Learning and dissemination

Our Warm Welcome programme links into 14 other community-delivered initiatives including Age UK, Citizens Advice, Surrey Community Action and the Surrey Coalition of Disabled People, who help with winter fuel payment queries, energy debt support as well as signing up to the PSR. Together with Zero Carbon Guilford and the Climate Commission, we're assessing the energy efficiency of hard to heat homes, providing thermal imaging surveys and grant application support. The programme's success is seeing many former service users now volunteering and giving back to the community spaces that once supported them.

SGN investment:
£1,804,494



SROI: £4.57
NPV: £9,103,521



Surrey

Sustainable Borders

Partnership ambition

In the Scottish Borders, there are nine neighbourhoods with high levels of income deprivation that all fall within the 29% data zone in the Scottish Index of Multiple Deprivation. We're partnering with Selkirk Regeneration to strengthen the capacity of its existing energy advice service to support at least 1,520 households in the Scottish Borders to stay safe and warm at home.

Partnership progress

Selkirk Regeneration is the only local organisation to offer home energy visits in the Scottish Borders. After receiving our frontline worker training on CO awareness and the PSR, advisors have supported 967 households and delivered 158 home visits to date.

As well as home visits, Selkirk Regeneration has reached households from its Community Energy Advice Centre and through 72 community events.

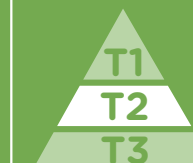
Learning and dissemination

Many households require two energy advisors at their home visit due to their complex vulnerabilities, which impacts on the number of home visits the charity can offer. However, Selkirk Regeneration is maximising the opportunities of being part of our Safe & Warm partnership network to provide more holistic support for Scottish Borders households. This has included linking with Scarf to provide additional support to pre-payment meter customers.

SGN investment:
£117,257



SROI: £3.13
NPV: £358,121



Scottish
Borders





Game Energy

Partnership ambition

The football community in Scotland has a profound impact on vulnerable populations, particularly those living in poverty. We've co-designed an innovative partnership with The Scottish Professional Football League (SPFL) Trust to deliver vital energy efficiency and safeguarding messaging, interventions and support to 13,000 people through 40 SPFL clubs.

Partnership progress

Since mobilising our community hubs in March, we've established hubs at five football clubs with five to follow in the autumn. The family-friendly hubs offer free hot food and drinks in addition to a range of weekly activities. While at the hub, households access advice about energy bills, cost of living and overall health and wellbeing. We've trained 24 staff and volunteers to provide this information to the football community and have supported 210 households through the hubs in the first month.

Learning and dissemination

Every club has been assessed to ensure it can effectively provide a safe and welcoming environment for participants, ensuring appropriate infrastructure for training, community engagement, the distribution of safety information and resources such as CO alarms. Our hubs have been well-attended right from the launch, which meant we haven't needed to hold community events to raise awareness of the programme. Instead, we've been able to reallocate that funding to open two additional hubs, extending our reach to even more households.

SGN investment:
£262,136



SROI: £1.28
NPV: £391,566



Warmworks Aftercare Service

Partnership ambition

Warmworks delivers the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland. Warmworks supports households struggling to heat their homes by improving the fabric and heating systems. Through our partnership, we aim to support 6,000 fuel poor homes with energy advice services that help empower vulnerable households to use energy safely, efficiently and affordably.

Partnership progress

Our partnership has supported 8,682 households since 2023, well ahead of our programme target. This year alone, Warmworks has reached an incredible 6,999 households - 17% more than planned. As well as providing energy advice, the team has provided 6,867 lifesaving CO alarms, held 6,388 CO awareness conversations and helped 4,364 people sign up for the PSR this year.

Learning and dissemination

Not only has energy advice and safeguarding knowledge been successfully embedded within the Warmworks Aftercare team, but it's been embedded throughout the wider organisation. With enhanced energy safeguarding conversations now happening at multiple points in the customer journey, Warmworks has been able to reach many more vulnerable households than anticipated.

SGN investment:
£158,960



SROI: £1.69
NPV: £257,797



mentoring people out of poverty



Supporting communities across Falkirk

Partnership ambition

With close to a third of Falkirk households in the grips of fuel poverty, the struggle to afford basic energy needs is a daily reality. We're currently extending our gas network to five villages in the Falkirk region to connect fuel poor households to affordable heat. We've partnered with the Wise Group to co-design a comprehensive fuel poverty initiative alongside our network extension. We're providing energy safeguarding and energy-related services to 2,600 households through one-on-one sessions and community outreach, including supporting households transitioning to mains gas to navigate funding options for installing new home heating.

Partnership progress

To date, we've supported 712 households with energy-related advice and services. This included providing one-on-one case worker support to 121 Falkirk residents. The Wise Group reached a further 591 households with energy safeguarding and efficiency advice by holding 33 drop-in sessions across the region.

Learning and dissemination

This year, we've concentrated our activity on supporting fuel poor communities within five villages transitioning to mains gas. Beyond helping them adjust to a new heating source, we've also made sure these households have access to other support services essential to maintaining a safe and warm home, such as CO safety advice, PSR awareness and debt support. Our holistic approach encompasses improving energy efficiency, maximising household income, and improving household health and wellbeing.

SGN investment:
£297,543



SROI: £1.79
NPV: £522,798





Holistic Energy Advisory Service

Partnership ambition

YES Energy Solutions provides a trusted telephone-based energy efficiency advice service to support our customers. By marketing the service in areas of higher deprivation and to targeted vulnerable customer groups, as well as across all our day-to-day customer touchpoints including via our frontline teams, we're ensuring we reach customers who are seeking energy advice themselves as well as those who aren't actively looking for advice but could benefit from our support.

Partnership progress

Now in the second year of providing this service, the team has supported 4,849 customers with measures including in-depth energy saving support, energy advice packs and emergency fuel crisis vouchers. This year alone, the team shared vital CO safety advice with 2,958 households and provided energy efficiency advice to 1,927 households. We've provided 1,452 households with support to access energy efficiency measures to improve their long-term needs.

Learning and dissemination

YES Energy Solutions identified that traditional direct mail marketing wasn't resonating with some vulnerable households. In response, the organisation explored new channels to raise awareness of our advice service and increase our reach. For example, recognising that many older people were struggling to make ends meet, particularly with the change to Winter Fuel Payments, YES delivered a successful digital campaign on Facebook targeted at older people.

SGN investment:
£744,940



SROI: £1.95
NPV: £1,430,890



Community Energy Advice Partnership

Partnership ambition

Nationally, there has been an 8% increase in the number of children in care in the last five years, while the traveller community has been shown to experience some of the highest levels on discrimination and poverty of any ethnic group. Together with Community Energy Pathways, we'll deliver a community-led energy advice programme focusing on care leavers, the traveller community and other vulnerable groups across our Southern network, who are struggling to maintain a safe and warm home.

Partnership plan

Community Energy Pathways will deliver a multi-channel campaign to reach care leavers with energy information, followed up by online workshops to provide in-depth advice. The organisation will hold surgeries for the traveller community, delivering bespoke advice tailored to the community's specific needs around energy efficiency and income maximisation. We'll also reach another 2,900 vulnerable households with energy advice and safeguarding through community events and workshops. We'll provide in-depth and personalised support around issues including income maximisation and grant applications through home visits and telephone-based services.



SGN investment:
£349,998



SROI: £9.13
NPV: £3,194,878





Energy safeguarding and CO safety partnership

Partnership ambition

We're proudly leading a collaborative programme with the other gas networks to expand on Citizens Advice's existing Energy Advice Programme and help more low-income households across England and Wales at a time of exceptionally high demand.

Through our partnership, we're able to address a knowledge and skills gap within the organisation to enable its energy advisors to raise awareness of the dangers of carbon monoxide.

Partnership progress

We've reached a total of 8,473 clients this year, with all receiving potentially lifesaving CO safety advice and 2,783 households receiving the full support of the Energy Advice Programme. These clients were helped with over 40,000 advice issues, achieving an overall estimated income gain of £5.5m.

In our Southern region, we supported 3,567 households, reaching 1,249 households with in-depth energy advice through the programme and resulting in an overall income gain of £1.6m.

Learning and dissemination

This year, we've seen a lower than anticipated need from households needing our CO safety and energy efficiency packs. There have been several reasons for this, including many households already having CO alarms and households living in social housing where the landlord has provided a CO alarm. We've updated the project to reflect the reduced requirement and released funding to be used on other collaborative partnerships.

Fuel Crisis Support

Partnership ambition

As the fuel crisis escalated into the cost-of-living crisis, record numbers of households were finding themselves in fuel poverty. The crisis was disproportionately impacting households on pre-payment meters. This resulted in extreme rationing and, when the credit had run out, no energy at all.

Working with Fuel Bank Foundation, we initially aimed to support 8,000 households in fuel crisis, extending this in 2023 to help a further 12,400 households by March 2026.

Partnership progress

By coming together as gas networks, we've increased the charity's capacity to support people in fuel crisis by providing the financial backing to allow existing centres to keep operating and to allow new centres to open nationwide. This year, we've issued 5,511 crisis vouchers, adding to a total of 14,889 vouchers since 2022.

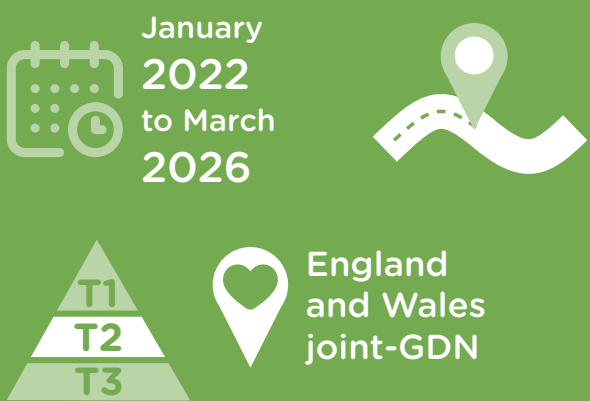
Within our two regions, we've helped 1,492 households through crisis funds this year.

Learning and dissemination

More so than previous years, we've seen more younger people aged 18 to 35 living in perpetual fuel crisis than other age groups. As the group most likely to have children at home, their outgoings often far exceed the money coming in. They're also more likely to be new to prepayment meters and struggling with a new way of planning their energy usage and finances. This has led us to creating two new regional programmes with Fuel Bank Foundation this year, targeting younger people in energy crisis.

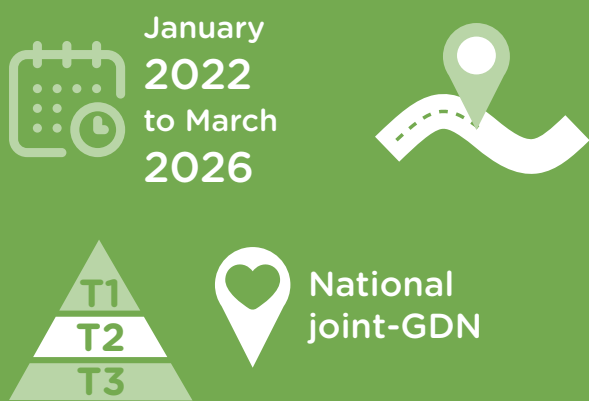
SGN investment:
£1,647,610
Joint-GDN investment:
£4,528,173

SROI: £5.53
NPV: £25,034,613



SGN investment:
£406,065
Joint-GDN investment:
£1,500,000

SROI: £4.06
NPV: £6,085,806





Money management tool

Partnership ambition

The cost-of-living crisis has plunged thousands more households into debt, with energy debt at the highest level since 2012. For households with very low incomes, getting control of household debt and managing finances is a real challenge, and a significant barrier to maintaining a safe and warm home.

We've partnered with IE Hub on its free online income and expenditure tool to help financially vulnerable households better manage their money, identify unclaimed benefits and gain access to additional support services. Through our joint-GDN partnership, we aim to increase the annual household income of those accessing the tool by a combined £432 million each year.

Partnership progress

So far, we've supported 30,104 households nationwide to access the IE Hub Money Management Tool.

In our network areas alone, 4,054 households have used the tool to manage their finances, receiving vital information on the PSR and CO safety at the same time. We've identified 3,205 of these households as eligible for unclaimed benefits, which has led to us unlocking a total income of £17,923,827 for households this year.

Learning and dissemination

As a new member of our Safe & Warm partnership network, we're delighted to have connected IE Hub with our other partners including Age Scotland, CHAS, Cruse and Marie Curie. The programme's success is shaping wider delivery, enabling free access for charities, driving valuable cross-sector links, and leaving a legacy of improved, customer-led affordability support.

SGN investment:
£202,890

Joint-GDN investment:
£743,932

SROI: £4.73
NPV: £3,420,245



National
joint-GDN



Warm Homes, Healthy Futures

Partnership ambition

We've joined together with the other gas networks, NEA and Energy Action Scotland to ease the harmful impact of fuel poverty on the nation's health. Warm Homes, Healthy Futures connects health professionals and local public health bodies to energy advice and other specialist support services. Together, we'll support 30,400 people nationwide to live in safe and warm homes, ultimately improving the health of these households.

Partnership progress

NEA and Energy Action Scotland energy advice teams have supported 4,771 people nationally with health conditions related to living in a cold home to date.

Within our network area, we've triaged 1,322 households, providing energy efficiency and fuel debt advice to 934 households. We've carried out benefits checks for 481 households, helping 222 households to claim support. We've also provided free training to 93 frontline healthcare workers to help them support households in fuel poverty.

Learning and dissemination

We've identified that tailored community engagement – particularly events aimed at BME and ESOL communities – has been highly effective in Scotland when supported by trusted intermediaries such as health visitors and interpreters. It's with the support of these embedded community resources that we're able to deliver in-depth advice and ensure households understand the information we're sharing.

SGN investment:
£3,295,856

Joint-GDN investment:
£12,198,660

SROI: £2.66
NPV: £32,849,183



National
joint-GDN



Warm and Safe Homes (WASH)

Partnership ambition

With more people struggling with energy costs and energy debt year on year, skilled energy advice services are becoming increasingly valued and resource strained. Our partnership with NEA and the Wise Group offered the opportunity to engage customers at scale, and support more than 6,400 households via our energy advice line and community engagement events.

Partnership progress

Within our two SGN network areas, we've supported 3,785 households with energy safeguarding and advice services through our partnership, including 693 households this year.

This year, we've provided crisis funds for 97 households in energy debt, supported 62 households with energy debt payment plans and helped 49 households to have energy debts written off.

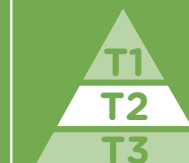
Learning and dissemination

Levels of debt are significantly increasing and more households are struggling to manage this debt. We're seeing more people living with complex mental health challenges, which further compounds their ability to earn and manage their household income – particularly when it comes to dealing with bills and correspondence. For the final year of RII0-GD2, we're delivering the WASH partnership together with Northern Gas Networks, taking the learnings of previous years with focused casework and crisis funds.

SGN investment:
£321,299

Joint-GDN investment:
£731,326

SROI: £3.20
NPV: £2,295,616



National
joint-GDN





Unlocking unclaimed benefits

Partnership ambition

The total amount of unclaimed benefits in the UK has reached £22.7 billion per year. Maximising household income is a key to lifting households out of fuel poverty. But for many households, accessing benefits and claiming their entitlement is a real challenge.

Together with Cadent, we've partnered with IE Hub and Make Life Better to help financially vulnerable households across Southern England and the Midlands access money they are eligible for.

Partnership progress

Despite only recently mobilising, we have already supported 11 households increase their annual income by a total of £1,908 with a further 35 cases receiving ongoing support.

Within our network area, the team are currently supporting seven households through the process of accessing their unclaimed benefits with an estimated total annual income increase of £3,272. A further two households have already received wider financial and wellbeing support.

Learning and dissemination

Following an assessment through the online tool IE Hub, customers with complex challenges are referred into Make Life Better who are providing households with in-depth support to apply for benefits, tariffs and grants to maintain a safe and warm home. While we're only two months into this new programme, we're already seeing households benefit from additional income that they couldn't access alone due to the complexity of the welfare system.

SGN investment:
£50,000
Joint-GDN investment:
£100,000

SROI: £31.50
NPV: £3,150,190



Financial education and energy saving in schools

Partnership ambition

We've partnered with financial education experts Money Ready to expand its primary school programme with a dedicated 'fuel finance' module focused on using energy safely and efficiently at home. Together with the other gas networks, we're providing children in some of our most deprived communities with financial literacy skills and energy safeguarding skills that will benefit them for life.

Partnership progress

We've reached a total of 7,238 young people in some of the most deprived communities in the country through the school programme. In our network area alone this year, we've delivered 19 programmes for 558 primary school children in communities where data shows child poverty is the highest.

Learning and dissemination

By developing a primary school-aged programme, we have successfully expanded access to our services and enabled more primary-aged pupils to benefit from early-stage energy education. This has allowed schools to engage younger learners who may not have previously been reached. Our programme is helping families in need and is helping to build children's financial and energy resilience to help them avoid fuel poverty in the future.

SGN investment:
£102,0587
Joint-GDN investment:
£337,000

SROI: £15.53
NPV: £5,645,027



Warm and Safe Homes (WASH) advice service

Partnership ambition

We've partnered with NEA and The Wise Group on our Warm and Safe Homes (WASH) partnership since 2021, supporting customers living in fuel poverty to improve their energy efficiency behaviours, access funding to improve their property's efficiency and increase their household income.

Building on previous programmes with the other gas networks, we've joined with Northern Gas Networks to build greater capacity into the organisations' specialist energy advice services this year through telephone advice lines and community events.

Partnership plan

Collectively, we'll provide one-on-one caseworker support for 1,676 households struggling with energy costs and energy debt with funding allocated to support 700 households in Scotland and 488 households across our Southern England network area.

We'll reach these households through a combination of referrals from our frontline teams and referrals from our Safe & Warm community partners, as well as outreach by NEA and The Wise Group.

As part of our programme, we'll established a dedicated emergency fund to meet the immediate need of households in energy crisis.

SGN investment:
£251,775
Joint-GDN investment:
£310,323

SROI: £4.14
NPV: £1,284,870





Cost-of-Living Project

Partnership ambition

YMCA supports children, young people and communities nationwide through an extensive network of local YMCA centres. During the cost-of-living crisis, its advice and support services have come under increasing strain.

We've joined with YMCA, Cadent and Wales & West Utilities to provide vulnerable young people with a single point of contact for independent and bespoke support to keep a safe and warm home for less.

Partnership progress

We've upskilled 82 YMCA colleagues and volunteers so far with energy safeguarding skills and knowledge to help households struggling with the cost-of-living crisis.

Although our project has only recently launched, we've already supported 6,131 vulnerable young adults across our combined network areas to live safe and well independently and maintain a safe and warm home.

Learning and dissemination

Despite our Cost-of-Living programme only mobilising at the start of 2025, we've already embedded vital energy safety and efficiency advice across the charity's six work areas: benefits and welfare support, health and wellbeing, employment and training, life skills, money and budgeting, and cooking and healthy eating. By providing previously unavailable energy-related information, we've enhanced YMCA's wider service scope and created a lasting impact for young people beyond the project.

SGN investment:
£451,600

Joint-GDN investment:
£1,392,800

SROI: £19.81
NPV: £84,371,746



National
joint-GDN

Tackling fuel poverty and energy affordability





Reducing carbon monoxide harm

In our RIIO-GD2 carbon monoxide strategy, we committed to reducing CO harm in our communities.

189,992

households
supported since
2021

We do this by:

- Responding quickly to those at risk of CO exposure to make sure that they are safe and supported with what to do next
- Providing appropriate safety solutions to those in a domestic setting least likely to access support without assistance
- Delivering tailored education and engagement programmes that empower, and increase understanding of the dangers and ways in which people can prevent harm to themselves and others.

Leading and uniting industry

For the fourth year running, the GDN Carbon Monoxide Working Group has been chaired by our Social Impact Programme Lead Dan Edwards.

In expertly leading the working group, we're steering the national approach to reducing CO harm beyond the activity of the gas networks alone. In addition to the gas networks, the group brings together key stakeholders such as Gas Safe Register, Policy Connect and Project Shout Fire Angel. The group's far-reaching remit spans facilitating the strategic national CO awareness programme, research, innovation activities and national partnerships.

This year, the group has reviewed how we measure the impact and the reach of our CO awareness campaigns. As part of the development of the new industry standard social value tool and GDN rulebook, SIRIO Strategies surveyed a wide range of GDN partners on the success of different advice and delivery channels. All gas networks have now embedded the use of these delivery channel effectiveness rates into our reporting to provide us with a more robust and accurate view of how many households we've educated around carbon monoxide through our awareness-raising activity.

We have also led on the commissioning of SIRIO Strategies to carry out research into new social value proxies that could be linked to carbon monoxide awareness-raising activities. This will hopefully lead to more accurate and higher-value social value forecasting for CO awareness raising activities for this price control and beyond.





Reducing carbon monoxide harm

Maturity in delivery

Raising awareness of carbon monoxide is a fundamental element of all our community programmes.

This year, we recognise the maturity of this approach with our frontline engineers, support teams and Safe & Warm partnership network collectively holding 114,406 CO awareness conversations. This is a 71% increase on last year.

We've also seen more households participating in CO awareness surveys by far, achieving a 77% increase on last year. With the support of our grassroots partners, we now have more than 90 organisations completing surveys.

These surveys allow us to understand the impact of CO safety conversations, determining the effectiveness and how we can improve these conversations to better engage households. We're also able to assess the baseline awareness of different community groups to help guide broader awareness raising activity. This is helping us develop tailored engagement, such as creating bespoke resources for British Sign Language (BSL) users and in other languages.

Improving access to accessible alarms

We're only able to successfully reduce CO harm if our activities are accessible and inclusive of all the communities we serve. This applies not just to the initiatives and resources we deliver within our business, but also to the programmes we create with our Safe & Warm community partners.

Through our partnerships with regional fire and rescue services (FRS), we provide accessible alarms for people with sight or hearing impairments. We have the greatest coverage of all gas network FRS programmes, and we've always included accessible alarms in our programme so all households can access safety devices that meet their needs.

Pioneering accessibility innovation

Our commitment to ensuring households can access CO alarms suitable for their needs is guiding our business activity outside of our VCMA-funded programmes. We're leading on an innovation project involving key industry partners to develop an accessible alarm system that will provide a range of features to address accessibility needs. We successfully completed phase one of the project this year, the feasibility study, and we're now moving into phase two and the development of a prototype.

Breaking down language barriers

Another fundamental element of our FRS partnerships is multi-lingual CO safety information leaflets, which we now offer to all our partners.

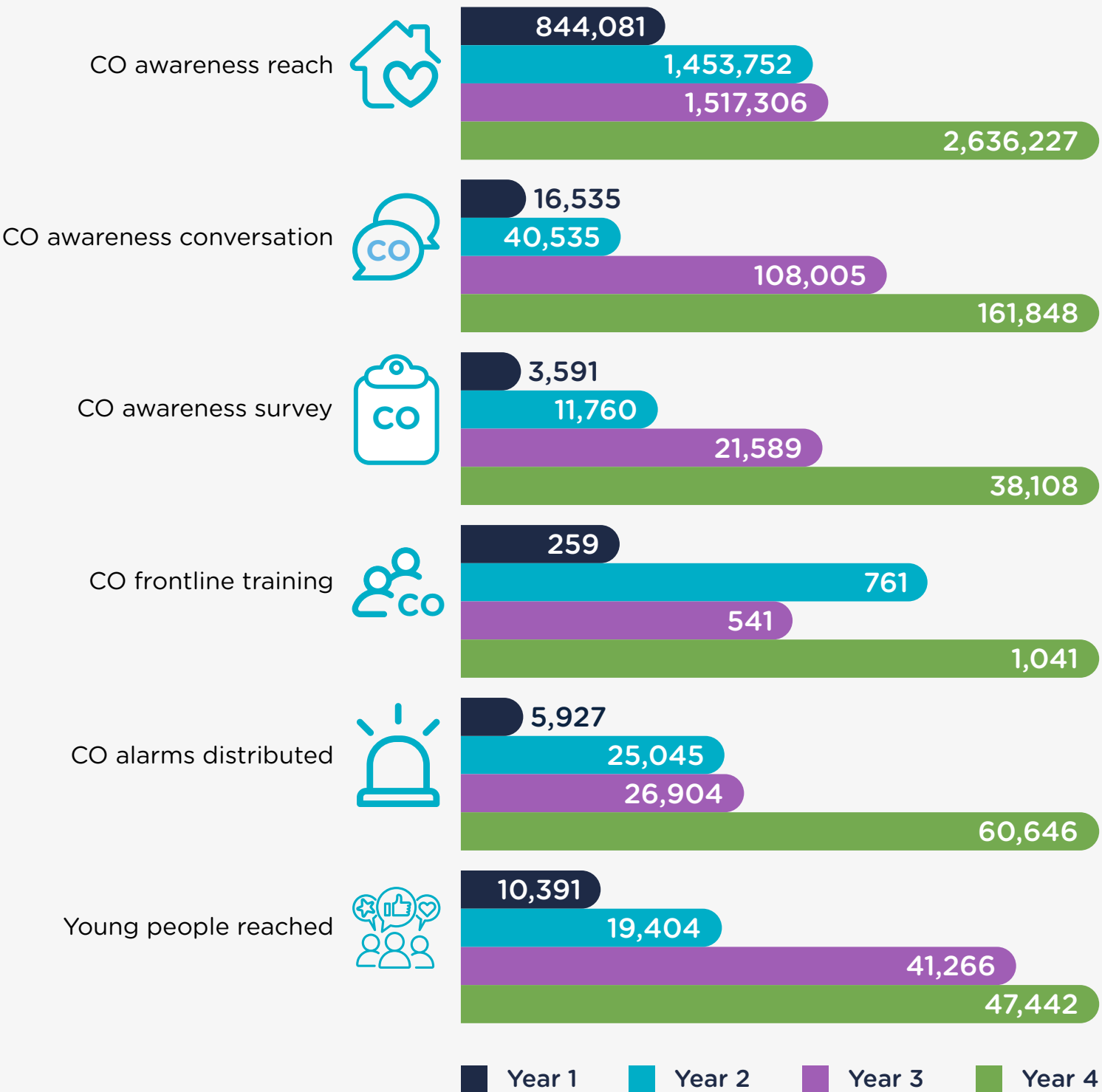
Our CO resources are now available in 15 additional languages, reflective of the languages most widely spoken within our regions validated by our community partners and ONS data from the 2021 Census.

We've also translated our CO leaflet into Gaelic this year. While Gaelic isn't a one of the most-commonly spoken languages within our regions, it was requested by two fire services to meet community need.

By working with our partners to make sure our programmes are accessible and inclusive, we're ensuring that also includes resources for the teams delivering our programmes.

We worked with Gas Safe Charity to develop a new Think CO training video that incorporates BSL translation. This video has become another item in the Gas Safe Charity's growing toolkit of Think CO resources, enabling them to reach and educate even more frontline organisations, frontline workers and customers.

CO activities across our regions





CO awareness reach

Awareness campaigns are essential for us to increase the public's understanding of the dangers and ways in which to prevent carbon monoxide harm.

We've designed and delivered multiple awareness-raising campaigns to educate and engage our communities on CO safety.

National awareness campaigns

We join with the other networks on national awareness-raising campaigns, which we run each summer and winter. In the summer, our messaging includes the CO risks at festivals and BBQs, while in winter, we share messages around using appliances safely inside the home.

Integrating CO within partner campaign

In addition to our national campaigns, we've co-designed our regional partnerships across our other strategic areas to include essential CO safety information.

Once again this year, we also had the opportunity to add CO safety information into the Age Scotland calendar, which is distributed to more than 15,000 households.

We've launched a new partnership with Independent Age this year, which will provide energy safeguarding information for low-income older adult households. We expect to reach more than 520,000 older households with CO safety information, and we'll also be supplying 5,000 households with a CO alarm and supporting advice to help keep them safe from CO harm.

Measuring our marketing activity

Through our own efforts, combined with our partner and joint-GDN projects, we estimate that we've reached 9,310,881 customers in our network areas with our CO awareness-raising activities this year.

To ensure we are measuring effective engagement from campaign activity, all gas networks are now using the effectiveness rates that were derived following research carried out by SIRIO Strategies as part of the development of the Industry Standard Social Value Framework.

Applying this approach to campaign reach, we're proud to report we've effectively engaged at least 2,636,227 customers within our network area with our CO awareness-raising activity this year contributing to a total of 6,451,366 customers over RIIO-GD2.

Festival Essentials

Be CO savvy this summer.
Travel with a carbon monoxide detector.

Know the symptoms:
silentkiller.uk

CO – TASTELESS – COLOURLESS –
ODOURLESS – LIFELESS

Logos: Cadent, Northern Gas Networks, SGN, WALES & WEST UTILITIES





Frontline worker training

Educating frontline workers at our partner organisations on carbon monoxide safety is key to us being able to reduce CO harm in our communities.

Through our network of Safe & Warm community partners, there are thousands of frontline workers and volunteers looking after vulnerable households nationwide. These include the firefighters carrying out Safe and Well home visits, the Marie Curie nurses caring for terminally ill people in their homes and the Good Neighbours Network volunteers taking vulnerable households to hospital appointments.

We're upskilling frontline workers to recognise signs of fuel poverty from what they see, hear and feel when they step through the front door. With new skills and knowledge, we're enhancing the support they provide to their communities.

The training we're providing now will continue to have an impact beyond our current programmes. By empowering frontline workers to confidently recognise CO risk and provide lifesaving safety advice, we're creating a legacy of carbon monoxide awareness in our communities that will continue to keep people safe long into the future.

Think CO training

We've come together with Gas Safe Charity to offer expert carbon monoxide training to our Safe & Warm community network.

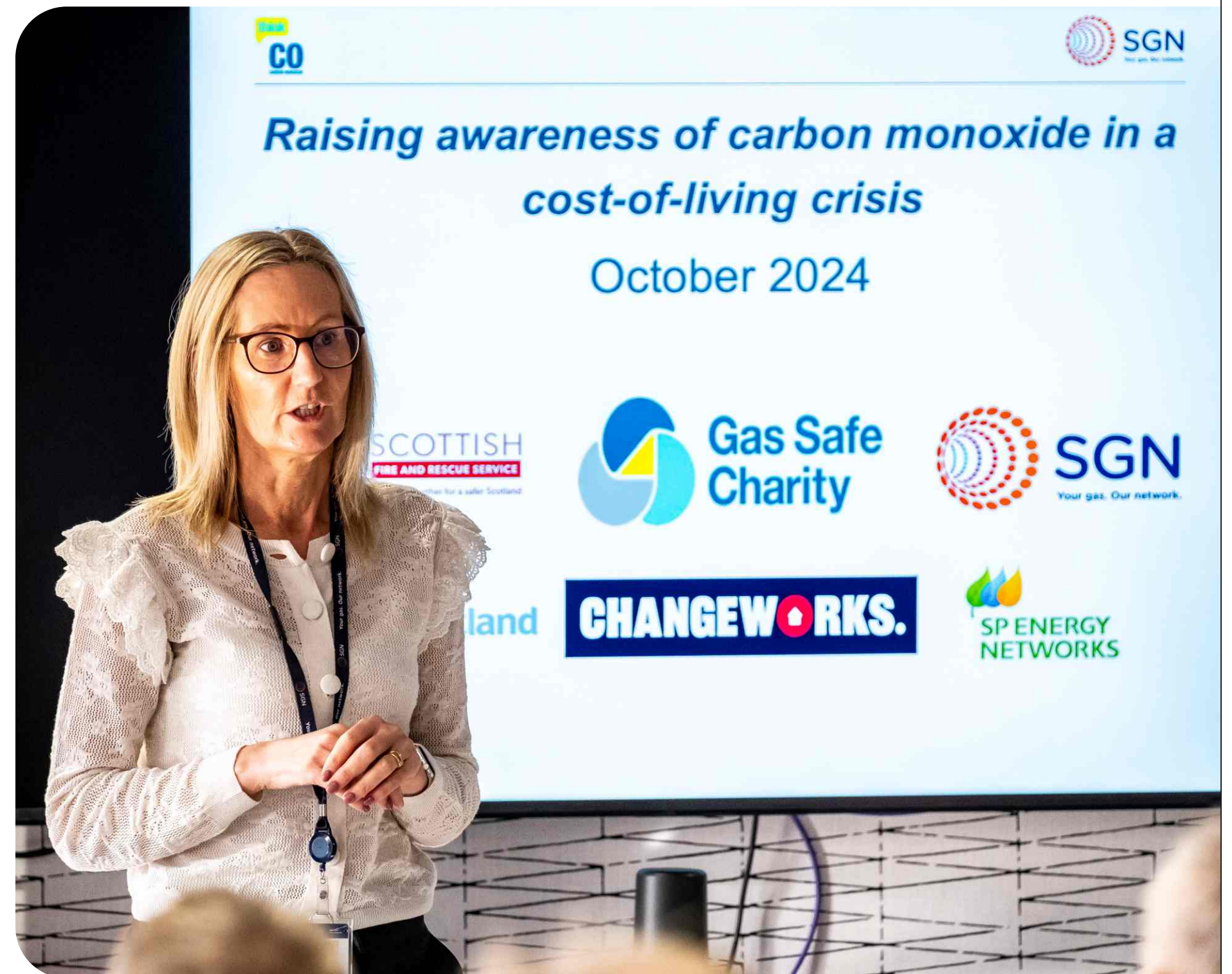
The charity's interactive online and face-to-face Think CO programme is designed to help frontline workers who visit the homes of vulnerable people become more aware of the risks of CO poisoning.

We're also seeing our partners referring organisations from their own networks – separate to our Safe & Warm community network – into Gas Safe Charity, having recognised the value of this training in upskilling frontline workers and protecting vulnerable communities.

This year, we funded the development of a new Think CO training video in British Sign Language to enable BSL frontline workers to be educated on CO safety and empowered to pass that on to the households they support.

Educating our employees

At SGN, we've made the Think CO e-learning resources available to all our colleagues, not just our frontline teams. We want all our people to have the knowledge to protect themselves and their families from the silent killer, which is why we've opened up the online training to all colleagues, not just our frontline operational teams.



Watch to learn more about Gas Safe Charity's CO training



Young people

Young people are one of the groups most at risk from carbon monoxide poisoning. The NHS explains this is because the smaller a person is, the faster they'll be affected by carbon monoxide.

We've designed a range of CO safety programmes for young people, tailored from when they start school right through to when they start university.

In the classroom

Engaging with young people in school allows us to reach this at-risk group in an environment where they are focused on learning and likely to be receptive to CO safety advice. By partnering with creative learning specialists Bonanza Creative, we're delivering educational programmes for children aged 5 to 16. We've reached 35,182 school children through this programme to date, reaching almost 20,000 children this year alone.

CO ambassadors

More so than other groups, young people – particularly those between the ages of 5 and 11 – commonly share learning with their families. They become ambassadors for CO safety, which means we're able to extend the reach of our awareness-raising activities to other at-risk and hard-to-reach age groups and communities.

All of our programmes for young people include resources to take home, so they can share their learnings with their families.

Lessons for life

Education doesn't just happen in the classroom, which is why our initiative with the Scouts has been so successful in equipping young people with safety knowledge and skills for life.

We're extremely proud to have led a joint-GDN programme with the Scouts since 2021, having reached 67,000 young people with CO safety information to date.

New for this year is our CO ambassador programme for Explorer and Network Scouts, CO-ol Safety Team. These ambassadors will be champions for CO safety, delivering activities to multiple groups and promoting CO safety within Scouting.



Setting up home

Moving into your first home is a huge milestone in a young person's life, whether that's heading off to university or moving out of care.

The knowledge and habits young people adopt now will set them up for their adult life. That's why we see this junction as a critical opportunity to reach young people with enduring CO safety messaging.

We've embedded potentially life-saving CO safety information into our Money House programme with Money First, which equips care leavers and at-risk young people with the financial and home safety knowledge to live independently for the first time. While we've also trialled a CO awareness project with Egnida that uses augmented reality and is targeted university students.



CO community safety projects

Partnership ambition

Fire and rescue services across Britain all have established home safety programmes, often known as Safe and Well visits. We've established partnerships with all 13 mainland Scottish fire and rescue services and eight out of nine in our Southern footprint to raise awareness of CO and keep households safe from CO harm as part of these existing programmes.

We also include other regional community partners, such as home improvement agencies and local charities who deliver home safety visits, within this initiative.

Partnership progress

Installing potentially lifesaving CO alarms is one of the most powerful impacts of this programme. To date, we've provided 71,584 CO alarms to our partners, including 25,089 alarms this year alone. Crucially, we're also providing accessible CO alarms for people with sight or hearing impairments. Our partners often have little or no provision for accessible alarms, so we've provided 729 accessible CO alarms for our partners to install this year.

Learning and dissemination

We piloted a new approach to community engagement this year by supporting West Sussex Fire and Rescue Service's annual electric blanket testing events. As well as providing a small number of electric blankets to vulnerable households with unsafe blankets, we enabled the teams to share basic energy efficiency advice and CO safety information, as well as refer into our partner NEF for more in-depth energy support.

SGN investment:
£991,110



September
2021
to March
2026



SROI: £7.64
NPV: £7,068,421



T1
T2
T3



SGN regions





Carbon monoxide schools' education

Partnership ambition

We're leading a joint-GDN initiative on behalf of Northern Gas Networks to provide school-based educational programmes for young people aged 5 to 11. Through in-depth classroom sessions and school assemblies delivered by creative learning specialists Bonanza Creative, we're educating young people on how to keep themselves and their families safe from carbon monoxide harm.

Partnership progress

We've reached 19,847 young people across our network areas this year. We've also expanded our programme together with Cadent in a pilot programme of a new activity for 12 to 16-year-olds called 221 Baker Street. We've trialled this true crime inspired workshop with 48 sessions delivered across our three network areas. So far, we've reached 1,440 students, just over half our expected reach of 2,600 young people by the end of this academic year.

Learning and dissemination

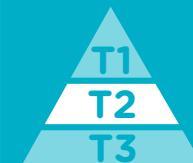
Our established programme has a mature relationship with schools enabling us to test new resources and delivery models. Initial feedback on our new 221 Baker Street activity for older children has been positive, and we've got some constructive feedback to help us make the activity even better. All the pilot schools engaged so far said they would consider booking the activity for other classes in the future.

SGN investment:
£421,948

Joint-GDN investment:
£696,213

SROI: £2.25
NPV: £1,565,794

January
2022
to March
2026



National
joint-GDN

Raising CO awareness using Augmented Reality

Partnership ambition

As Britain's four gas networks, we've joined together on a collaborative awareness-raising campaign targeted at university students. Working with technical consultancy Egnida, we aim to reach at least 20,000 university students through an innovative augmented reality engagement campaign.

Partnership progress

We've developed bespoke coffee shop coasters that provide access to our augmented reality CO safety activity, which have been distributed at campus coffee shops at one university in each GDN's network area.

So far, we've had 1,121 students engage with the activity across all four universities, reaching an estimated 11,262 people with CO awareness through shared learning. We've incorporated a short six question pre and post activity CO awareness survey into the activity that has been completed by 747 students and on average students are getting all six of the post activity questions correct.

Learning and dissemination

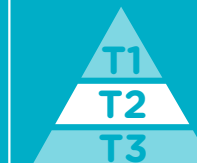
Engagement with safety awareness campaigns is often particularly low among young people at university age. We've continued to experience challenges this year in getting engagement both from participating universities and from students. In response, we've been trying different techniques to promote the initiatives, from posters to in-person marketing. Although these techniques have provided a small boost, we've not seen the results from this programme that we hoped.

SGN investment:
£20,000

Joint-GDN investment:
£80,000

SROI: £3.51
NPV: £275,432

October
2023
to April
2025



National
joint-GDN



Collaborative GDN Winter & Summer Awareness Campaigns

Partnership ambition

Together with the other gas networks and Eleven Miles, we're delivering a national campaign to raise awareness of carbon monoxide, the national gas emergency service number and the PSR. Our biannual campaign, running each summer and winter until 2026, aims to keep people safe in their homes and while enjoying recreation activities including BBQs and travelling.

Partnership progress

This year, we've delivered inclusive and multi-channel messaging across radio, social media and print as well as key outdoor and transport advertising. Our summer campaign drove CO safety messages linked to BBQs, pizza ovens, festival camping and taking a CO alarm on holiday. Our winter campaign focused on in-home CO risks and the PSR. These two campaigns had 43.8m impressions in our regions with a potential reach of 9.1m households.

Learning and dissemination

Not all customers who see or hear one of our campaign assets or adverts will be receptive to the information, so we apply an engagement rate for all our campaign activity. This year we worked with SIRIO Strategies as part of the development of the industry standard social value framework to better understand the effectiveness of different delivery channels. Using these new effectiveness rates, we had an 'engaged reach' of 1,822,653 households with CO safety messaging, and 606,981 with PSR information across our SGN network areas in 2024-25.

SGN investment:
 £338,413
Joint-GDN investment:
 £1,323,171

SROI: £140
NPV: £184,936,111

April 2023 to March 2026

Think CO app development

Partnership ambition

There is a significant knowledge and skills gap around CO safety within frontline workers and volunteers at third-sector organisations, who work in the homes of vulnerable people. Together with Gas Safe Charity, we're developing a dedicated Think CO app to provide a quick and easy resource that details the sources, signs and symptoms of CO. Frontline teams will also be able to access immediate advice on steps to take if they see signs of CO or symptoms of CO poisoning during a home visit.

Partnership progress

We've been developing a new app that frontline teams can access from their smartphones in real time when they're supporting someone vulnerable in their home, regardless of whether the phone has signal. We're in the final stages of testing and plan to launch in summer 2025.

Learning and dissemination

We're leading this initiative on behalf of the gas networks, and it forms part of our approach to provide the resources and the skills to those people who are supporting those most vulnerable to carbon monoxide exposure. We had hoped to launch the app this year, but testing issues have delayed the launch until summer 2025. However, we've received positive feedback from test users, who like the ease of navigation and overall look and feel of the app.

SGN investment:
 £11,593
Joint-GDN investment:
 £42,825

SROI: £1.10
NPV: £21,437

March 2023 to March 2026

elearning for healthcare

Partnership ambition

Carbon monoxide awareness among health and social care professionals is very low. This is a concern when working with those who are most vulnerable, for example, during pregnancy. Health and social care professionals need the knowledge, skills and resources to support the identification of CO poisoning. We aim to integrate high quality, evidence-based resources into e-learning for healthcare (elfh) which has over 2 million users.

Partnership progress

We've developed three e-learning modules that will educate healthcare professionals on how to identify potential CO poisoning and how to reduce the risk among pregnant people, vulnerable older people and the general population. We'll launch these modules at the trial sites in April 2025, running until July 2025. The final module for medical examiners is in development and expected to launch at the trial site in late May 2025. We plan to fully launch all modules in early autumn 2025.

Learning and dissemination

This project was informed by work previously undertaken including the VCMA IPPCO study, Pathways in Pregnancy. The study found a high number of midwives were unaware of the harm of exposure to CO during pregnancy, highlighting the need for educational tools like this one to be rolled out.

SGN investment:
 £51,663
Joint-GDN investment:
 £190,850

SROI: £18.63
NPV: £3,556,218

January 2024 to March 2026





Carbon monoxide & energy awareness programme

Partnership ambition

We're proudly leading a collaborative partnership with The Scouts that aims to equip up to 435,000 young people with CO safety knowledge and life skills that transcend their meetings and camping expeditions.

By also educating and empowering young people around how to be efficient with energy usage, we're empowering them with knowledge that they can not only take home, practice and share with their household now, but can also benefit them in the future when they become independent.

Partnership progress

Our well-established programme of 11 CO awareness activities across Beaver, Cub, Scout and Explorer sections has reached 20,474 young people in our regions this year and over 75,000 nationally. We've also rolled out five new activities to help young people get a better understanding of how to use energy efficiently, reaching 9,709 young people in our regions and almost 36,000 overall in just four months.

Learning and dissemination

We've already seen great engagement in our new energy efficiency activities, with monthly engagement being greater than our CO activities. This really goes to show how important energy efficiency and affordability is to our communities. Alongside the new activities, we've also launched our new CO awareness blanket badge to provide a talking point at camps and meetings and encourage young people to share their learning with other Scouting members.

SGN investment:
£144,169

Joint-GDN investment:
£523,400

SROI: £3.34
NPV: £1,276,276



CO Partnership Ecosystem

Partnership ambition

Organisations that respond to CO incidents – such as fire and rescue services and the NHS – all capture data differently, which means the true impact of carbon monoxide is underreported in public health data.

We've joined the CO Partnership Ecosystem programme, which collates CO data from across the gas industry and public bodies into a simple online platform to develop a data-driven understanding of the true prevalence of CO poisoning within UK homes and the corresponding impact on society.

Partnership plan

In joining phase 5 of the programme, we're able to scale up the initiative by enhancing the online platform and onboarding new stakeholders. We'll also be working to standardise CO reporting across gas networks and fire and rescue services.

We'll introduce new activities including rolling out 'smart' CO alarms through social housing and other partner organisations to provide real time data on CO alarm use and activations. We'll also increase engagement with healthcare providers to improve CO awareness among professionals and patients, and set up a new patient referral pathway to enable local authorities to address CO incidents in social housing.

By sharing key insights from the data we capture and analyse on the platform with stakeholders, we'll inform future CO awareness and intervention strategies to help improve CO safety and the risk of CO harm.

SGN investment:
£150,000

Joint-GDN investment:
£603,456

SROI: £2.97
NPV: £1,789,490



Completed projects

Partner organisation	Project	Strategic theme	Region	Duration	Forecast SROI	SGN investment
Age Scotland	Fuel poverty adviser	Fuel poverty	SGN - Scotland	2023-24	£7.22	£95,795
Age Scotland	Safe and Warm Homes	Fuel poverty	SGN - Scotland	2021-23	£5.39	£166,439
Agility ECO	Care and Repair Scheme	Direct services	SGN	2021	N/A	£50,000
Bonanza Creative	CO awareness in schools (Year 1)	Carbon monoxide (CO) awareness	GDN collaboration	2022	£1.56	£21,260
Changeworks	Highland Affordable Warmth	Fuel poverty	SGN - Scotland	2022-24	£0.72	£294,008
Changeworks	Affordable Warmth Advocacy (SE)	Fuel poverty	SGN - Scotland	2022-24	£2.85	£126,806
Citizens Advice - Hampshire	Home and Well	Fuel poverty	SGN - Southern	2021-23	£22.15	£128,756
Citizens Advice - Sussex	Tackling Fuel Poverty Together	Fuel poverty	SGN - Southern	2021-23	£1.81	£96,000
Citizens Advice - Sussex	Welcoming Warm Spaces Sussex	Fuel poverty	SGN - Southern	2021-23	£5.25	£83,000
Citizens Advice England and Wales	Energy safeguarding and CO safety partnership	Fuel poverty	GDN collaboration	2022-23	£5.76	£534,481
Citizens Advice Scotland	Safe and Warm Spaces	Priority customer groups	SGN - Scotland	2023	£9.19	£352,200
Citizens Advice Scotland	Safe and Warm Winter Outreach	Priority customer groups	SGN - Scotland	2023-24	£3.07	£400,000
Citizens Advice Scotland	Energy Advisory Services - North Scotland	Fuel poverty	SGN - Scotland	2021-22	£3.57	£89,886
Draw Events	Alzheimer's Dementia and Care Show	Priority customer groups	SGN	2023	£7.56	£2,025
Fuel Bank Foundation	Winter Crisis Fund	Fuel poverty	SGN	2023	£4.52	£100,000
Greener Kirkcaldy	Energy Canny Communities	Fuel poverty	SGN - Scotland	2023-24	£7.37	£58,099
Greener Kirkcaldy	Safe and Warm Fife	Fuel poverty	SGN - Scotland	2022-24	£10.04	£261,646
Groundworks South	Groundwork Green Doctors - Kent	Fuel poverty	SGN - Southern	2021-23	£1.90	£62,975
The Health and Social Care Alliance	ALLIANCE Scotland	Priority customer groups	SGN - Scotland	2022-23	£5.80	£96,027
Heavenly & Campus Group	Game Over	Carbon monoxide (CO) awareness	GDN collaboration	2022-23	£12.84	£108,519
IPIP	CO in pregnancy research study	Carbon monoxide (CO) awareness	GDN collaboration	2021-23	£0.02	£67,670
J Seven Media	CO winter awareness campaign 2021-22	Carbon monoxide (CO) awareness	GDN collaboration	2021-22	£39.30	£81,341
Mental Health UK	Advisor service	Priority customer groups	SGN	2022-23	£3.20	£72,239
NEA	Empowered by Energy	Priority customer groups	SGN	2021-24	£5.50	£36,673
NEA and The Wise Group	Warm and Safe Home service	Fuel poverty	SGN	2021-22	£4.64	£92,741
NEA and The Wise Group	Warm and Safe Homes	Fuel poverty	GDN collaboration	2022-23	£9.05	£127,741
Parsley Box	Parsley Box	Fuel poverty	GDN collaboration	2023-24	£20.90	£4,796
Policy Connect (APPCOG)	CO Awareness Week 2022	Carbon monoxide (CO) awareness	GDN collaboration	2022	£24.86	£5,414
Policy Connect (APPCOG)	CO Safe 4 Summer Campaign	Carbon monoxide (CO) awareness	GDN collaboration	2022	£34.51	£13,536
Scope	Disabled community CO research	Carbon monoxide (CO) awareness	GDN collaboration	2022	£1.82	£8,284
Scope	Energy Help Desk	Priority customer groups	SGN	2021-22	£13.21	£25,000
Scope	Help for disabled people in energy crisis	Priority customer groups	SGN	2023-24	£7.07	£169,000
SP Energy Networks	PSR - CO Awareness Pilot	Carbon monoxide (CO) awareness	GDN collaboration	2022-23	£13.18	£895
Surrey County Council	Warm Hubs Surrey	Fuel poverty	SGN - Southern	2022-23	£5.81	£70,000
Surrey County Council	Warm Welcome	Fuel poverty	SGN - Southern	2023-24	£1.95	£150,000
Warmworks	Warmworks Aftercare	Fuel poverty	SGN - Scotland	2022-23	£5.53	£46,954





Looking ahead

In reaching the end of the fourth year delivering against our vulnerability strategy, we turn to our Director of Customer Service Maureen McIntosh for her final thoughts.

“

We’re nearing the end of the first five-year Vulnerability and Carbon Monoxide Allowance. This pioneering funding mechanism has been transformational for the energy sector, empowering gas networks to support vulnerable households up and down the country.

Our RIIO-GD2 vulnerability strategy has adapted to the unforeseen societal changes, all the while ensuring we’re getting help to those who need it most in the way that works best for them. We’ve also evolved how we’ve worked collaboratively with our fellow gas networks, driving improvements in customer service and a collaborative vulnerability strategy that we’ll continue to build on in RIIO-GD3.

The past four years of delivering programmes, learning from our communities and engaging with our stakeholders has helped us shape our business plan and vulnerability strategy for the next price control, RIIO-GD3.

But now, as we move into the final year of RIIO-GD2, I must take a moment to reflect on all we’ve achieved so far for vulnerable households up and down the country.

Together with our partners, we’ve supported 766,950 vulnerable households to use energy safely, efficiently and affordably over the past four years, exceeding our revised 500,000 target by 53%.

This is a phenomenal number of households who are now warmer and safer at home. The collective efforts of our frontline teams, our Customer Experience colleagues and our Safe & Warm partnership network have made it possible for us to deliver our hugely ambitious target, and I couldn’t be prouder of the impact we’ve had so far.

We’ve made a genuine and lasting difference to each one of these 766,950 households through the VCMA funding. It’s the older person who isn’t left sitting in a cold, unsafe home because our engineer can offer to arrange a repair or replacement of a broken boiler. It’s that same person who is then supported to access Pension Credit through

one of our partners and are in a better position to afford a warm home next winter.

In coming together, we’ve created a real movement for change and these outcomes have far exceeded our expectations. But despite this, there is still so much to be done in the final year of our strategy.

Energy debt is at a record high. More and more households are starting the month without enough money to pay all their bills. We’re seeing households face more complex challenges in keeping their homes safe and warm, with this significantly impacting their mental health.

We’re committed to maximising the impact of the VCMA to make sure that together our frontline teams and community partners never have to walk away from a customer in need. And in never leaving a household behind, be that in delivering direct help to a family in energy crisis or building skills in grassroot organisations on energy safeguarding, we’re leaving a legacy that will last far beyond our programmes.

This coming year will see us push further to support and advocate for the communities that we live in, work in and serve.

In closing this report, I want to say a final thank you to our incredible teams and partners for everything you do, and will continue to do, to support the most vulnerable households stay safe and warm at home.

Maureen McIntosh,
Director of Customer Service
SGN

A final word from some of our partners

Thank you to our community partners for your support in delivering the fourth year of our programme and helping collate this report.

To find out more about the programmes featured in this report, please visit sgn.co.uk.



“It’s a real pleasure working with such an engaged and supportive partner. SGN not only seeks to help us at the project development and design stage, but throughout a project’s life, to maximise its impact and to achieve the best social return possible. We’ve partnered for a number of years now and whoever we’ve worked with at SGN has been passionate, personable and professional.”

Morven Masterton,
Head of Community Engagement and
Energy Advice Services

CHANGeworks.

“Working with SGN has been a brilliant example of what’s possible when organisations come together to support people during tough times. Their teams are passionate about getting help to those who need it, and through our outreach together we’ve made a real difference to households who might otherwise have missed out. It’s a partnership we’re really proud of.”

Pippa Fisher,
Data and Impact Manager

INCOMEMAX

“The joint working with SGN throughout this partnership has been incredibly beneficial. The pilot really helped this, allowing the project to build and be developed, embedding MHUK’s referral pathway into the SGN areas. Our partnership is making a profound impact on the mental and financial health of thousands of people.”

Elise Anstey,
Partnerships Manager

**Mental
Health
UK**

“It has been a pleasure working with SGN on the Safe and Warm in Scotland Communities project. Their solution-focused and flexible approach has supported effective delivery throughout. SGN have shown a strong commitment to understanding the realities of fuel poverty, actively listening to partners and responding to the challenges faced on the ground.”

Nicola Sharkey,
Project Coordinator



“SGN’s commitment to supporting vulnerable communities has been evident at every stage of our partnership. Their collaborative approach has enabled us to train staff across our services to recognise signs of energy hardship and offer practical support to those facing the challenges of death and grief.”

Laura Tosh,
Programme Manager



“It is a pleasure working in partnership with SGN, because they take a collaborative approach, to ensure that we can meet local needs and priorities that are also in line with their key objectives and obligations. SGN also encourage wider collaboration with other VCMA partners which has also been of huge benefit.”

Peter Bywater,
Managing Director



“Thanks to SGN, we have been able to save struggling families thousands of pounds in bills, ensure they have access to the Priority Services Register, and help care professionals identify families living in fuel poverty. It is impossible to overstate the difference SGN makes to the families we support and we are incredibly grateful. They’ve also connected us with their wider network of partners so we can help even more families with seriously ill children which is a testament to how SGN works with its partners. They’re diligent, supportive, and responsive – they really are amazing to work with.”

Nick Carroll,
Chief Executive



“Working with SGN and the wider partnership network has exceeded our expectations, enabling us to reach more people and deliver a broader range of support than we thought possible. The collaboration, financial support and training has not only strengthened our capacity but has also given us the confidence to expand our ambitions and build deeper, more sustainable impact in our community.”

Mark Slorance,
Executive Manager



“Working with SGN over the past year as a VCMA partner has been a very positive experience, from developing the initial proposal together through to mobilisation and delivery stages. We’ve found the relationship supportive and constructive, even when the reality of supporting residents with differing needs hasn’t stuck to the project plan, and SGN has been encouraging as we’ve tailored our approach to respond to the needs of the communities we work with.”

Rachel Brain,
Head of Communities

