

Vulnerability and Carbon Monoxide Allowance

Serving our communities by keeping everyone safe and warm

Annual Report 2026



Introducing our Vulnerability and Carbon Monoxide Allowance Annual Report

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How to use this report

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

Navigation

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Over the past five years, our Vulnerability and Carbon Monoxide Allowance programme has become one of the most important and impactful areas of work we deliver at SGN.

“

At SGN, our role is to keep the customers and communities we serve safe and warm, ensuring they have the energy they need when they need it most.

That starts with maintaining our assets so safe, reliable and secure supplies of gas are available to all our customers – including on the coldest days of winter.

But we also recognise that, for many families, there is a significant affordability challenge.

That is why we helped pioneer the Vulnerability and Carbon Monoxide Allowance (VCMA) programme over the past five years, providing practical support to those most in need.

Through the VCMA, we've been able to go further than our core role as a gas network – helping households facing

vulnerability, financial hardship, and fuel poverty, and supporting communities to build greater resilience for the future.

This report shows the scale of that impact.

Since 2021, collaborating with our partners, we've reached more than 1.3 million households across Scotland and southern England. We've helped people stay safe at home, access financial and wellbeing advice, improve their energy resilience and better understand the dangers of carbon monoxide.

What makes me most proud is how this work has been delivered.

Our frontline colleagues see first-hand the challenges many households



are facing. Every day, they go beyond their core role – taking time to listen, recognise vulnerability and connect people with the help they need. Alongside them, our partners bring expertise, compassion and trusted local relationships that help us reach communities who may otherwise never ask for support.

The result is help that is practical, targeted and, in many cases, life-changing.

Over RIIO-GD2, we've learned a huge amount. Vulnerability is evolving, and the pressures facing households today are very different to those we anticipated five years ago. The pandemic, rising energy costs and wider cost-of-living challenges have reinforced the importance of partnership working, flexibility and strong local relationships.

That learning is shaping our approach for the future.

As we move into RIIO-GD3, our commitment remains clear. We will continue to collaborate with our partners, stakeholders and communities so vulnerable households can access the support they need to stay safe, warm, and well – while making sure no one is left behind through the transition to a lower-carbon future.

I'd like to thank all our colleagues, partners and stakeholders who have helped make this work possible. The impact outlined in this report is something we can all be incredibly proud of.

Simon Kilonback
Chief Executive Officer, SGN

Scotland

1 in 3

households in
fuel poverty

508,439

households on the
Priority Services Register

Southern England

1 in 10

households in
fuel poverty

1,014,894

households on the
Priority Services Register

We transport gas to over six million customers, including over 189,000 businesses, across Scotland and southern England.

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

We serve our communities by keeping everyone safe and warm. Over 4,800 colleagues keep gas flowing safely and reliably all day, every day.

Our communities are as diverse as the regions we cover, from the rural Scottish Highlands to coastal Kent and the inner cities of Edinburgh, Glasgow and south London.

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 – often meeting some of the nation's most vulnerable households. Our teams proudly go above and beyond for our customers, always providing outstanding service.

We recognise the responsibility of being invited into people's homes. Our unique role allows us to not only keep customers safe and warm, but also connect households with wider support to use energy safely, efficiently and affordably.



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.

The Vulnerability and Carbon Monoxide Allowance (VCMA) is a £171m fund for Britain's four gas networks to support vulnerable customers and raise awareness of carbon monoxide between 2021 and 2026.

The gas distribution networks (GDNs) have a critical role to play in supporting customers above and beyond our licence obligations.

In 2021, Ofgem introduced the Vulnerability and Carbon Monoxide Allowance to help us as we go beyond our daily responsibilities to keep customers safe and warm. The Use It or Lose It allowance transparently allocated funding for gas networks to support vulnerable customers or raise awareness of carbon monoxide (CO) during the five-year price control RIIO-GD2.

We developed wide-reaching programmes within our regions and collectively as gas networks – all of which were aligned with our vulnerability strategy, followed clear guidelines and provided real benefits for our customers.

Our communities experienced unprecedented socioeconomic changes during the past five years. To make sure the VCMA could effectively support vulnerable households through such turbulent times, we worked with the other networks, Ofgem and our stakeholders to share insights and adapt the scheme to address these new challenges.

By evolving to changing customer need, the VCMA proved to be an effective way for the gas networks to support households at their most vulnerable. Building on these foundations, we enter the next price control, RIIO-GD3, with a refreshed approach to continue supporting vulnerable customers and raising awareness of carbon monoxide over the coming five years.



How we've made the difference

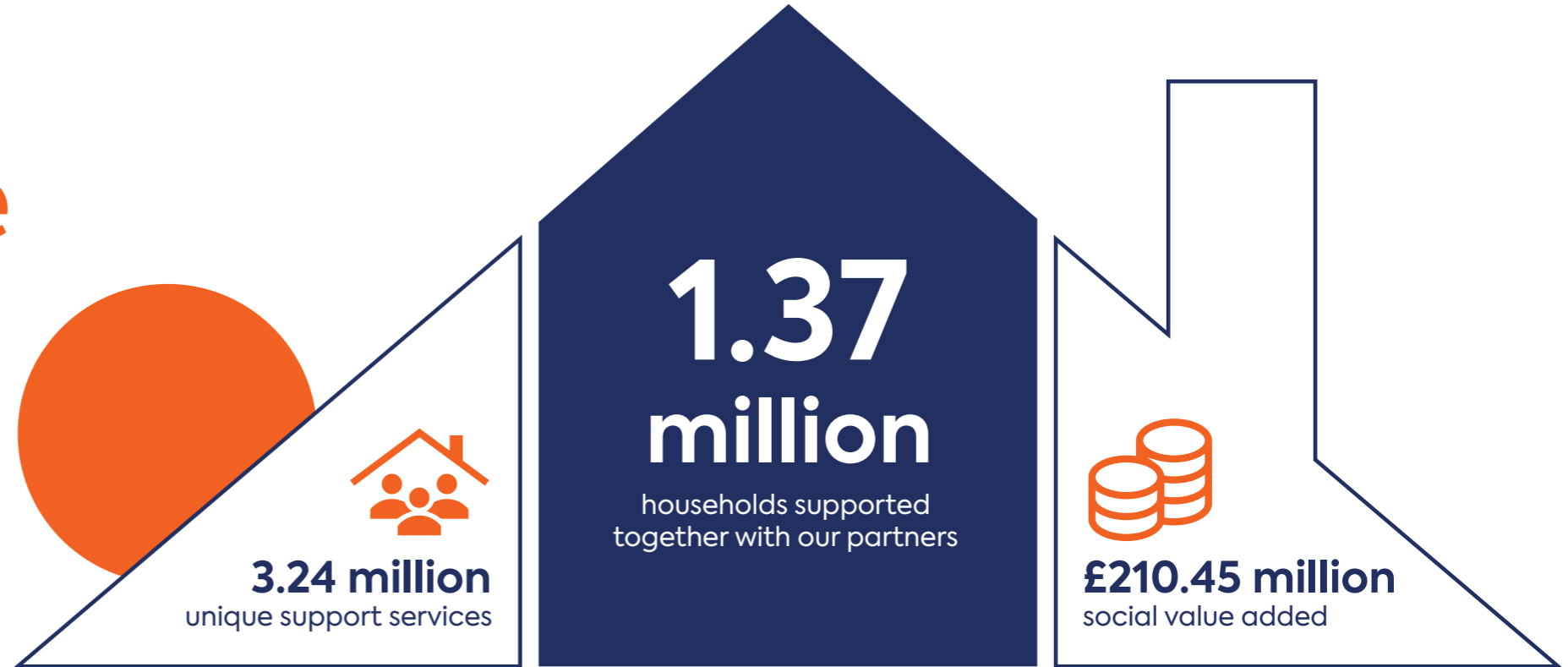
Since 2021, we've helped

1,372,894

households stay safe, warm and well, together with our 140 Safe & Warm community partners.

This is **almost triple** our revised target to help 500,000 households.

This year, we've supported **605,944** vulnerable households to use energy safely, efficiently and affordably.



The positive impact we've had on customers between April 2021 and March 2026



1,089 LCV safety devices installed



150,000+ visitors to warm spaces

385,022 one-to-one energy advice sessions



479,840 debt and benefits advice sessions

227,588 households registered for the PSR

10.1 million households educated on carbon monoxide*

3,384 fuel-poor gas connections

fuel-poor gas connections



617,622 carbon monoxide safety sessions

241,250 food and fuel crisis vouchers

food and fuel crisis vouchers



10.1 million households educated on carbon monoxide*

37,421 community frontline workers trained



161,780 carbon monoxide alarms in homes

*includes direct support and marketing reach within our network areas

Between April 2021 and March 2026, Britain's four gas distribution networks received a collective VCMA allowance of £171m (2018/19 values) to deliver our stakeholder-endorsed vulnerability strategies.

Initially, the VCMA allowance was set at £60m and apportioned according to the number of customers connected to each of our networks. At least 25% was to be used on collaborative projects with the other gas networks.

Of the £60m total, SGN's share was £16.3m with £5m designated for supporting our customers in Scotland and £11.2m for our customers in southern England.

In October 2023, the original VCMA allowance of £60m was increased to

£171m to include funding repurposed from the Fuel Poor Network Extension Scheme (FPNES).

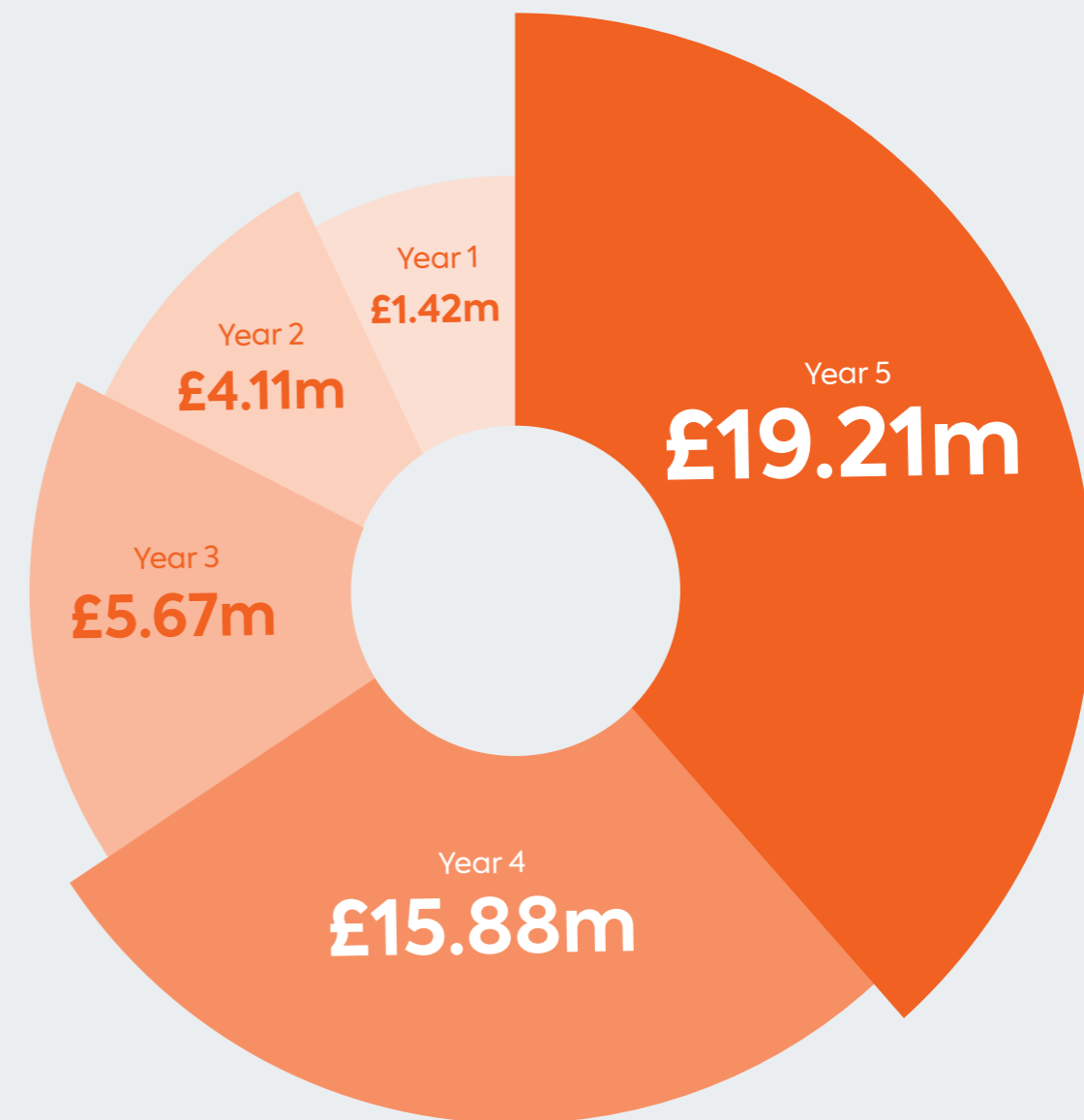
As a result, our initial £16.3m allowance was revised to £46.45m, which equates to an additional £9.3m for our Scotland network (a total of £14.3m) and £20.9m for our Southern network (bringing the total to £32.1m).

We've ended the funding period having invested £34.45m in 93 company-specific programmes and £11.84m in 42 joint GDN programmes.

Investment overview

£46.29 million
total investment

£14.4m for our Scotland network
+ £31.9m for our Southern network





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

Exceeding our ambition

We developed our vulnerability strategy from our overarching RII0-GD2 business plan. This was shaped by insight from customers, colleagues and stakeholders on how we best support vulnerable households to stay safe, warm and well.

We initially set out to help 250,000 households by March 2026, using the VCMA to help us achieve that ambition. This was a bold target at the time, but we exceeded it just 24 months later.

With additional VCMA funding in October 2023, we revised our strategy and doubled our ambition, determined to help 500,000 households by 2026.

Now, at the end of our five-year strategy, we've achieved more than we thought possible.

Between April 2021 and March 2026, we supported 1,372,894 households to stay safe, warm and well at home – almost six times our initial target.

We've reached these households through 135 energy safeguarding and carbon monoxide awareness initiatives, developed and delivered with more than 140 national, regional and grassroots community organisations across Scotland and southern England.

Reaching vulnerable households

For many people at their most vulnerable, it's not easy to ask for help from an outside organisation like an energy company. When you're struggling to pay your bills or making the heart-wrenching choice between heating your home or feeding your family, there's often fear or shame associated with seeking support.

But when you've invited someone into your home, it can be easier to have those conversations. In our trusted core role as gas engineers, we have a rare opportunity to engage with households without stigma.

When someone is in your home, your needs also become more visible. Our engineers are highly attuned to vulnerability and bridge the gap between the challenges people are experiencing and the support that's available.

That's why our approach has always been 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.

To deliver our strategy, we identified four priority areas to focus our support, shaped by expert insight, community-level data and our vulnerability mapping tools.

Our four strategic priorities



Providing services beyond the meter

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



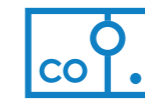
Supporting priority customer groups

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



Tackling fuel poverty and energy affordability

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



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, we've reached certain vulnerable communities more effectively and more inclusively than if we ran the programme alone.

Our collaborative approach isn't typical across public sector organisations or regional utility companies. Our national partners often tell us it's unusual to see regional service providers working so closely together on their programmes.

By coming together as gas networks, we've designed and delivered national initiatives that aren't constrained by geographical boundaries. We're able to align more fully with our partners' national strategic priorities, so more vulnerable households get the support they need.



By designing and delivering programmes around our four priorities, we've focused our support on the customers who need it most.

We use a three-tier pyramid framework based on cost and need. This enables a tiered cost-to-serve approach to support over five years.

Households supported

We've supported 1,372,894 households access 3,238,015 unique energy safeguarding services since April 2021.

These figures relate to the households where we've guided customers through a service. We do not include light-touch energy advice or marketing campaigns around CO, the PSR or winter resilience in these figures, including distributing leaflets. Through these methods, we've reached an additional 19,082,723* households since April 2021.

*effectiveness rates applied in accordance with standard GDN methodology

Tier 1: 50,229 households

Support averaging >£160 per household

Tier one is our most intensive level of support, including funding appliance repairs and replacements. We supported **37,975** households this year, bringing the five-year total to **50,229**.

Five-year target: 15,000 households

Tier 2: 609,437 households

Support between £10 - £160 per household

Tier two initiatives tackle individual and complex customer needs with measures such as energy debt support, benefit checks and energy efficiency scheme assessments. We've reached **301,149** households this year and a total of **609,437** since 2021, exceeding our five-year target by **305%**.

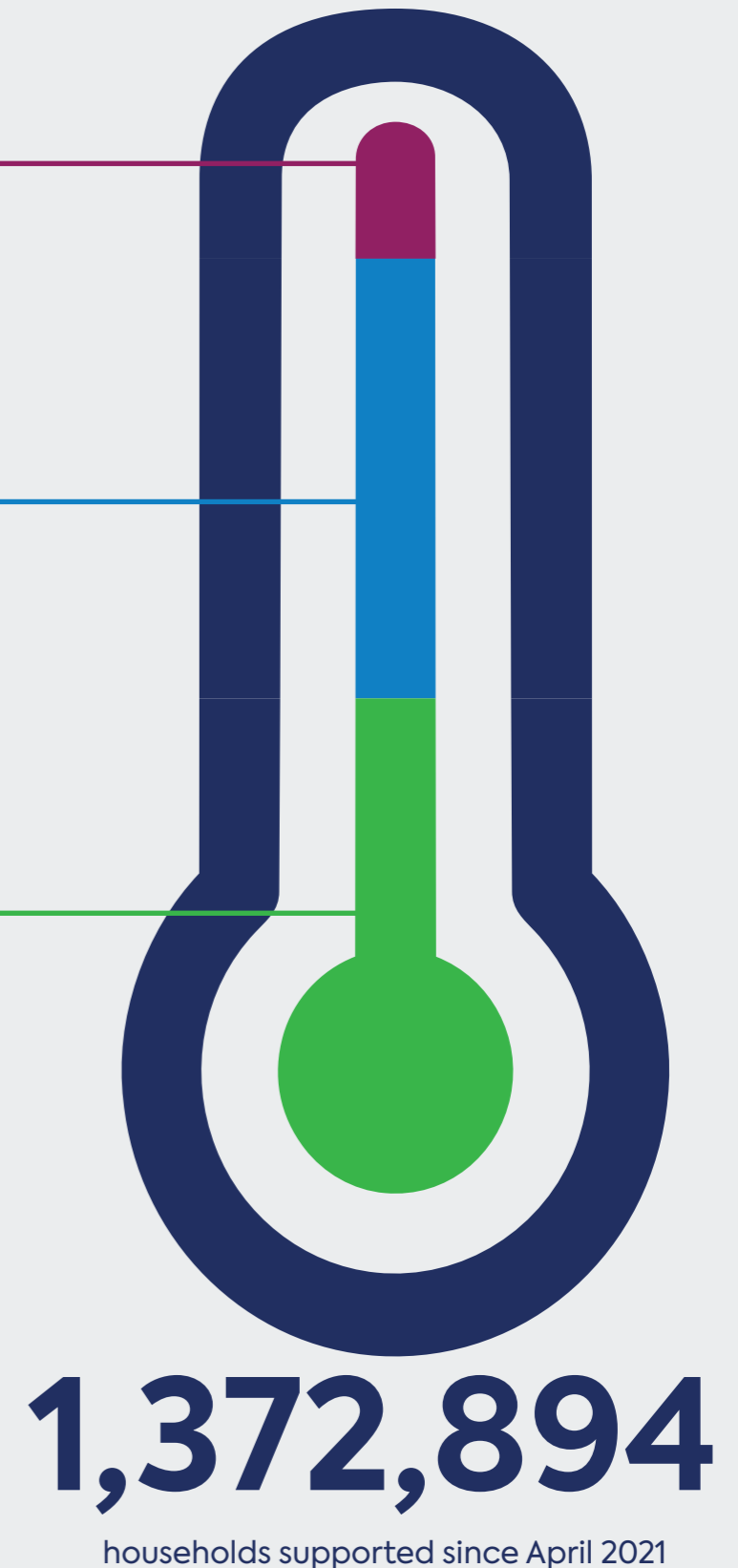
Five-year target: 200,000 households

Tier 3: 713,228 households

Support costing around £10 per household

At the lowest cost-to-serve, our tier three activity centres on self-serve initiatives and information sharing to reach larger audiences. We've engaged **266,820** households at this tier in 2025/26 alone. In reaching **713,228** households through our tier three activity since 2001, we exceeded our five-year target by **250%**.

Five-year target: 285,000 households



Our agile approach to delivery means we've made a real difference for those households who need our support the most.

Evolving our approach

In recent years, households have been hit by the pandemic, the energy crisis and the enduring cost-of-living crisis. By June 2025, Ofgem reported energy debt had risen to £4.43bn – a 143% increase since we began delivering our strategy in 2021.

With this, our customers' needs became more complex. Our customers needed more tailored support to stay safe and warm, and this was reflected in the programmes we delivered as our strategy matured.

Responding to change

With millions of households struggling to make ends meet each month, we developed new initiatives targeted at energy affordability. Alongside lifting households out of immediate energy crisis, we expanded our programmes to help households manage debt and maximise their income for the long term.

Through delivering our programmes, we identified that some communities face distinct communication and cultural barriers to accessing support. In the past year, we've introduced new inclusive programmes for Deaf households, unpaid

carers and refugee communities to break down barriers to accessing energy safeguards and financial support.

Building a network

As we developed our programmes, we very quickly realised the power of collaboration in supporting vulnerable households.

Our Safe & Warm partnership network has become the cornerstone of our strategy.

We're proud to invest in organisations that are helping households when, where and how they need it – from national charities to grassroots community groups. By bringing these expert partners together through our partnership network, we're enabling them to draw on each other's strengths, share insight and connect households with a wider range of services.

Through increasing capacity, upskilling partners and bringing together our partnership network, we've built a legacy that will continue to benefit vulnerable communities long after our current investment ends in 2026.





Laying foundations for RIIO-GD3

Having reached the end of our five-year vulnerability strategy, we now look ahead to how we'll continue to help vulnerable households through the next price control period.

Our new vulnerability strategy, which takes us to 2031, has been developed out of our RIIO-GD3 business plan.

Our ambition remains unchanged – we will continue to help vulnerable households to use energy safely, efficiently and affordably.

But we aim to go even further in elevating the positive impact we have

on our most vulnerable communities, delivering customer outcomes with an even greater social value.

Shaping our new strategy

In preparing for RIIO-GD3, we've drawn on everything we've learned over the past five years. The pandemic, the energy crisis and the rising cost of living have all reshaped the nature of vulnerability, and our programmes have evolved in response.

Alongside this, we've undertaken extensive engagement with colleagues, customers, community partners, charities, local authorities and our Independent Stakeholder Group.

We've also introduced a new customer panel of those least likely to afford their energy bills, which increases the voice of those communities we're trying to help.

The challenges, expertise and lived experience of these groups have been essential in testing and refining our approach, ensuring our strategy reflects real-world need.

Targeting RIIO-GD3 support

We'll continue to target support across our four priority areas. Our frontline teams will remain at the heart of this, skilled and empowered to identify and support vulnerable customers in their homes.

We're equally committed to a fair and just clean energy transition, whereby our customers stay safe and warm tomorrow by making sure no one is left behind or carrying the burden of the journey to net zero.

We'll continue working alongside our established network of Safe & Warm community partners, who operate where need is greatest. We won't expect our customers to come to us – we'll continue meeting them where they are, through the trusted organisations they already rely on.



Evolving our core activity

Several services we previously funded through the VCMA will become part of our business-as-usual activity in the new price control. For example, our award-winning Careline team, CMDDA1 CO safety checks, and national CO and PSR awareness campaigns.

Managing the funding transition

The repurposed FPNES funding in October 2023 led to a peak in funding during the final two years of RIIO-GD2. With these funds, we were able to rapidly support households in crisis.

For the next price control, there will be a refreshed VCMA allowance for the

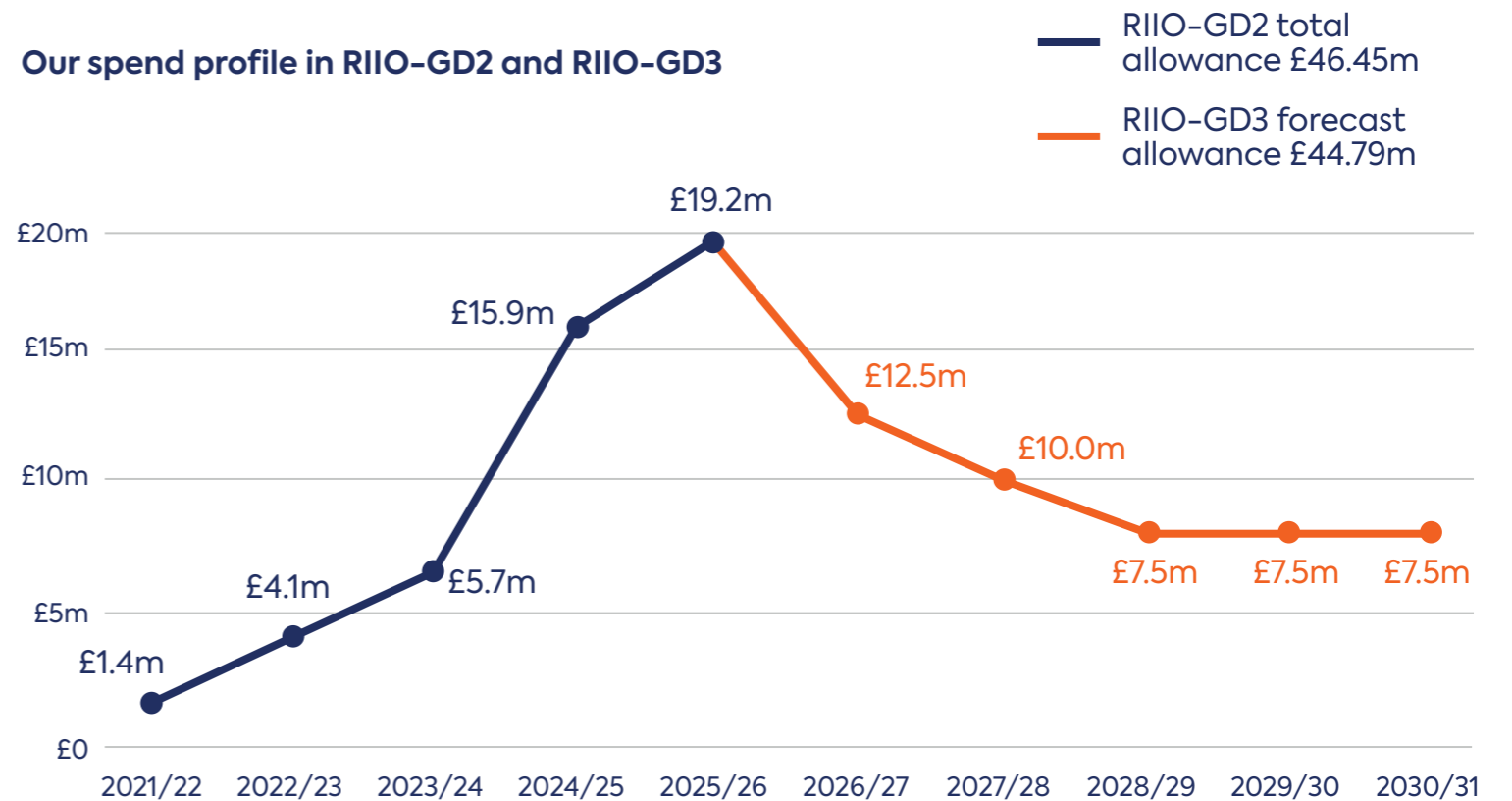
four gas networks. We will receive a £44.79m share of the total £165m allowance between 2026 and 2031, which will be tapered over the five years.

Moving forward together

We recognise the importance of supporting our partners through this transition. We're working closely with Ofgem and our community partners to ensure the shift in funding is managed smoothly and sustainably.

Looking ahead, we remain committed to strengthening our partnerships and ensuring every household we support can stay safe, warm and well.

Our spend profile in RIIO-GD2 and RIIO-GD3



Our Safe & Warm partnership network includes more than 140 programme partners, ranging from national organisations and regional charities to hyperlocal community groups.

Together, our partners are united by a shared purpose to remove the barriers vulnerable households face in staying safe, warm and well at home.

We convene our network on two levels. At an organisational level, we invest in partner organisations so they can help each other do more by sharing expertise, establishing referral pathways and developing training that extends beyond the VCMA.

We also invest in the individuals delivering support. We ask partners what training they could offer others, and what skills and resources their organisations need.

Through regular in-person and hybrid events, we've created a community for advisors and programme leads to learn from one another, share the burden of care and feel recognised for the vital role they play.

A new way of supporting our network

This year, we introduced Partner Spotlight sessions to build skills and

learning in frontline teams within partner organisations – a concept first introduced by Northern Gas Networks.

We created a series of Partner Spotlight sessions to enhance skills and capacity within our network, led by the people within it.

We ran the following sessions this year:

- **IE Hub and Fuel Bank Foundation**
Managing money and debt
- **Fairer Warmth Hub**
Local energy advice tools
- **IncomeMax**
Unlocking benefits
- **Centre for Sustainable Energy**
A fair and inclusive energy transition
- **deafPLUS**
Accessible services for BSL users

Our events were well attended with an average of 70 partners at each session and 100% of attendees reporting they were satisfied.



“

A great session that highlighted the challenges around inclusivity and accessibility for the Deaf community. I will share what I learned with the wider team and our training manager, as it will benefit our organisation. Thank you.”



Winter Readiness Safe & Warm Partnership Conference 2025

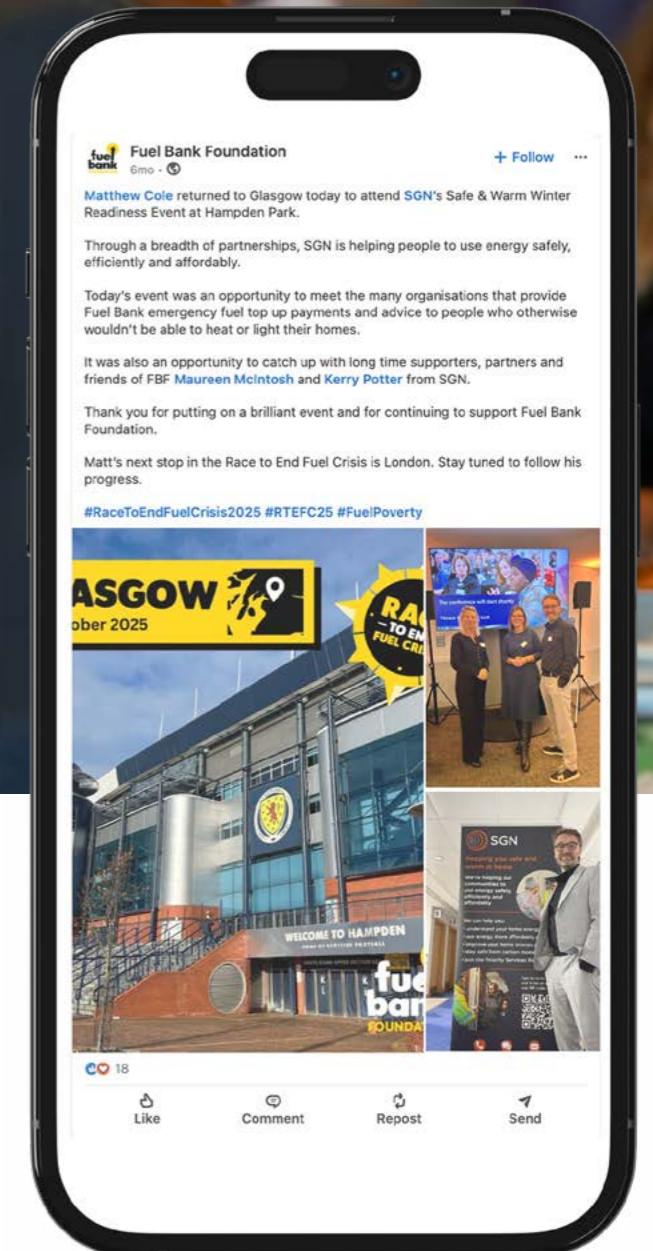
Winter puts additional pressure on vulnerable households, making it even harder to stay safe and warm at home.

By bringing our partners together ahead of winter, we make sure they've got all the support they need ready for when it's needed most.

In October 2025, we were joined by 203 experts from our Safe & Warm partner organisations, including senior leaders and frontline workers.

We invited our partners to Hampden Park, home to one of our Scottish Professional Football League (SPFL) community warm hubs, and partners from further afield joined in virtually.

The event offered our partners the opportunity to come together with our network to create connections that would help them better support their service users this winter and beyond.



Engaging with our stakeholders frequently and extensively ensures we're focused on what really matters to our communities in Scotland and southern England.

This year, our engagement has gone beyond refining our programmes for the final year of RII0-GD2. We've gathered insight from customers and stakeholders to understand their needs and priorities for the future, informing both our RII0-GD3 business plan and our next five-year vulnerability strategy.

Annual Showcase

Our joint GDN VCMA Annual Showcase brought together 510 stakeholders from 197 organisations to learn more about our programmes, who rated their overall satisfaction with our event as 8.9 out of 10 – up from 8.5 the previous summer.

Safe & Warm winter events

We were joined by 352 partners for our annual Winter Readiness and Winter's End conferences, providing our partners with in-person and virtual opportunities.

Regional networking events

We host regional events, convening our Safe & Warm community partners within regions to build referral pathways and share real-time insight into specific local need.

Partner Spotlight sessions

Responding to partner feedback, we've

set up a new virtual forum to build skills and knowledge within our Safe & Warm partner organisations.

Fairer Warmth Partner Forum

By hosting the Fairer Warmth Partner Forum alongside the Centre for Energy Equality (CEE), we brought together local authorities, network operators, community leaders and innovators to explore how the Fairer Warmth Hub can help us break down barriers to affordable, sustainable energy.

Partner and stakeholder events

We exhibited at the NEA Fuel Poverty Conference, presented at Scope's Disability Summits in London and Glasgow, and participated in the Clean Air Strategy Parliamentary Review and the CO Research Trust Conference.

Representing GDNs on CO safety

We're members of the National Fire Chiefs Council and the All-Party Parliamentary Group for Carbon Monoxide (APPCOG).

Supporting stakeholder activity

We also engaged with customers and stakeholders through stakeholder events, specialist stakeholder and parliamentary roundtables, deliberate customer research, workshops and customer panels.



The challenge and insight we gain from stakeholder engagement drives us forward and shapes our activity.

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



You said:

As partners, we want to retain our specialisms, but we want the connections to provide additional support for customers who need it. We want resources to help us create new networks and referral pathways.

Regional networking events

We did:

We pride ourselves on our role in convening partners through in-person and hybrid events, such as our new Partner Spotlight sessions.

Beyond these events, we've provided accessible digital resources for partners to connect at any time. Our dedicated website area with programme-specific pages, which includes referral pathways for partners and customers, has been viewed 13,782 times this year.



You said:

Use your trusted position within the community to engage with customers in other key locations, not just on the doorstep.

Partner and colleague feedback

We did:

We first introduced our Safe & Warm community team to help households on their doorsteps. By expanding the team, they can engage households at community events, such as warm spaces, too. At these events, they've also trained partners by modelling conversations around energy safeguarding.

Through practical engagement, our Safe & Warm community team have also helped partners create new local connections.



You said:

Your focus should be on customers most in need, those who are least able to address the barriers to support independently, rather than making decisions based on the highest social return on investment.

Independent Stakeholder Group (ISG)

We did:

While we use SROI as a core part of our governance process, we draw on insight from our colleagues, Safe & Warm community partners, VSG, ISG and vulnerability data to determine how we focus our support.

By engaging grassroots organisations and those supporting households with complex or extensive needs, we've reached households most in need, even though the cost-to-serve is greater for these programmes and SROI is lower as a result.



You said:

Build sustainability into projects rather than a dependence on VCMA funding within the organisations we partner with.

Vulnerability and Carbon Monoxide Steering Group (VSG)

We did:

By embedding services as business as usual, they don't require funding after our programme ends. Where they do, we've connected partners with other organisations to explore other funding mechanisms.

Our Moving the Dial research has helped partners feel confident approaching other funders, which demonstrates the value they've added through our programmes.



Our vulnerability strategy and VCMA programmes are embedded within our wider business activity by thorough internal governance and external assurance.

Our Social Impact and Vulnerability team

Our vulnerability strategy is overseen by our Social Impact and Vulnerability team, based across our Scotland and southern England network areas.

Working closely with our frontline engineers and Customer Experience colleagues, the team co-created the portfolio of programmes and services that saw us achieve our strategic ambition. They've built relationships with our Safe & Warm community partners, supporting organisations through every step of programme design and delivery.

Our team also worked collaboratively with the other gas networks, and other utility

providers, to co-design and deliver our VCMA programme portfolio.

The team's diverse experience – developed within our organisation and across other sectors – gives them a rare ability to understand and respond to customer need with compassion and confidence.

Internal governance

Our vulnerability strategy is supported by our Board of Directors, Independent Stakeholder Group (ISG), Stakeholder, Environment, Social and Governance Committee (SESG) and Vulnerability and Carbon Monoxide Steering Group (VSG).

Our team from left to right:

Kerry Potter
Group Social Impact and Vulnerability Manager

Margaret Hamilton
Community Partnership Manager

Graeme McLarty
Community Partnership Manager

David George
Social Impact Co-ordinator

Shelley Smith
Customer Experience Performance Officer

Janet Duggan
Community Partnership Manager

Dan Edwards
Social Impact Programme Lead

We're guided by two specialist stakeholder groups with expertise in CO safety and vulnerability, who provide real-time insight, challenge and robust governance.



Our Vulnerability and Carbon Monoxide Steering Group (VSG)

When we established our VSG at the start of RIIO-GD2, it was the first group of its kind in the energy sector. It would guide how we used the VCMA and was critical in helping us understand societal needs.

Now, our partners share this insight with us through our established portfolio of programmes. As a result, the role of the group has evolved to help us transition into RIIO-GD3. It has helped us identify regional and national priorities to shape our future strategy.

“

We're delighted to have helped shape SGN's strategy and see the impact they've had on over 1 million households. By contributing significant experience in vulnerability and affordability, the VSG helped develop SGN's approach and processes, while adapting to support the transition into GD3.”

Christine Tate

Vulnerability and CO Steering Group Chair

Our Independent Stakeholder Group

Our Independent Stakeholder Group (ISG) has been guiding our business throughout RIIO-GD2.

To help us prepare for RIIO-GD3, two members of our ISG were dedicated to supporting us as we develop our vulnerability strategy. Together, they provided challenge and guidance to ensure we meet customer and stakeholder needs and expectations.

Building on these strong foundations, our ISG will continue to support us as we move into RIIO-GD3 and begin delivering our refreshed vulnerability strategy.



“

Our work with SGN throughout the RIIO-GD3 business planning has reinforced a disciplined, evidence-driven approach to vulnerability. By working with stakeholders and Ofgem to shape the new VCMI governance, we're aligning our expert knowledge of customers' views of vulnerability with national priorities and ensuring lasting value, creating a strong foundation for SGN's future strategy and continued sector leadership.”

Lucy McTernan

Vulnerability Lead and Deputy Chair, Independent Stakeholder Group

As well as measuring social return on investment (SROI), we want to show whether we're effectively reaching and supporting those most in need.

Moving the Dial

We've worked with National Energy Action (NEA) to survey our programme beneficiaries for the third year running.

Through an impact evaluation of our VCMA-funded programmes, we can determine that our support is reaching those who need it most. We can also verify that we've improved their lived experience by connecting them to support and services to keep them safe, warm and well.

More of our Safe & Warm community partners were involved in the evaluation this year than ever before, reflecting how much value they see in it. Every partner received a personalised impact statement to demonstrate our programme effectiveness to stakeholders and other potential funders.

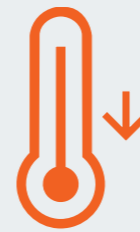
Key insights this year

Who we've helped

49.7% of vulnerable households we supported were living on an income of less than **£12,000**

This is up from 44.7% last year

With our help



43.2% decrease

in households reporting that they have their heating on lower or less often (from 56% to 31.8%)

72.5%

were more aware of the Priority Services Register



67.6%

of households reported their CO safety knowledge had improved

29.1%

reduction in households unable to easily keep their home comfortably warm (from 45% to 31.9% after receiving support)



40.2%

reported that the receipt of a fuel voucher enabled them to 'manage or cope more easily with other household bills'

23.1% decrease

in households falling behind on energy bills all or most of the time (from 40.2% to 30.9%)

We want to validate that we're looking after vulnerable customers in the way they want and need. By looking beyond our own sector, we make sure we're delivering customer service that meets the highest standards across UK organisations.



PSR customer satisfaction

Customer satisfaction is independently measured by Explain Market Research through telephone, postal and online surveys.

This measures how all gas networks look after customers when we're carrying out our operational activity, during emergencies, new connections and planned maintenance.

Over the past five years, our frontline teams' performance has increased



9.61 out of 10

year-on-year and continued to outperform our peers, achieving industry-leading customer satisfaction throughout RIIO-GD2.

This year, we've achieved our best-ever performance for our PSR customers at 9.61 out of 10. In comparison, the latest UKCSI UK Customer Satisfaction Score for January 2026 is 7.82 out of 10.



CCA Global Accreditation

We've again achieved the CCA Global Accreditation for Customer Experience. The accreditation involves a rigorous review process – achieving it for the eighth year running reflects our long-term commitment to best practice in customer experience.



BSI Kitemark

We've achieved BSI accreditation for the ISO 22458 Inclusive Service Kitemark (Energy Provision) for the third time, following four years' verification of the British Standard BSI 18477. The accreditation recognises our continued commitment to accessible services for all our customers.



Awards

We're extremely proud of the awards we've won this year for supporting vulnerable households, contributing towards a total of 32 awards since 2021:

SGN awards 2025/26

- **CCA Global Excellence Awards 2026**
Gold Award for Back Office Team of the Year (Social Impact and Careline teams)
- **CCA Global Excellence Awards 2026**
Gold Award for Customer Engagement Team of the Year (Safe & Warm community team)
- **CCA Global Excellence Awards 2026**
Gold Award for Excellence in Continuous Improvement Award
- **CCA Global Excellence Awards 2025**
Gold Award for Excellence in Inclusivity and Accessibility
- **CCA Global Excellence Awards 2025**
Gold Award for Innovation in Customer Service
- **CCA Global Excellence Awards 2025**
Gold Award for Most Effective Vulnerability Strategy
- **IGEM Gas Industry Awards 2026**
Customer Service Award

Partnership awards 2025/26

- **Alzheimer's Society People Awards 2025**
Better Together Award
- **Credit Strategy Awards 2025**
Best Outsourcing & Partnership Initiative with IE Hub
- **Football Business Awards 2026**
Bronze Award for Best Football Community Scheme with SPFL Trust
- **Performance Marketing Awards 2026**
Positive Impact with Scope
- **Scottish Fundraising Awards 2025**
Best Partner Relationship: Corporate Fundraising with Positive Action in Housing



Look out for our award-winning programmes in the following pages



We built an extensive portfolio of 135 programmes across our four strategic priority areas.

Over the following pages, you'll learn more about each initiative and the outcomes we've achieved for vulnerable households.

Reporting on our project progress

We've reported on the projects we delivered within our regions, as well as the programmes we delivered jointly with other gas networks.

With our partners, we've reviewed what we set out to achieve and how we've performed against it, capturing what we've learned along the way. We've included key financial information for each project:

- **Investment**
Our programme spend
- **Social return on investment (SROI)**
The forecast value from social, environmental and economic benefits per £1 invested
- **Net present value (NPV)**
The forecast social value minus the project delivery costs

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



Project duration



Delivery area



Cost-to-serve tier level



Partial outcomes



Variable outcomes



Achieved outcomes



Exceeded outcomes



Providing services beyond the meter

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



107,264

households supported since 2021



£4.46m

invested in programmes and services



£15.38m

achieved in social value



We've developed our direct support services, so our frontline teams can feel confident that they're leaving vulnerable households better supported than when they arrived.

After our engineer leaves, our customers are in the safe hands of our Careline team. Our expert advisors create a personalised package of support for the household, drawing on our services and those offered by our Safe & Warm community partners.

By introducing our Safe & Warm community team in 2023, we've expanded our Careline service into the community. The team works alongside our operational colleagues, providing tailored support in customers' homes.

What we learned and achieved in RIIO-GD2
Through our Care and Repair scheme, we support households who cannot afford the unexpected costs of repairing or replacing a faulty appliance. We also take the worry and responsibility off the customer to find trusted and reliable tradespeople for those who would find it challenging to arrange a repair.

These households usually need a broad range of support from us and our Safe & Warm community partners. We'll continue providing this service through the VCMA in RIIO-GD3 to reach households with the most complex needs.

Having embedded our Safe & Warm community team in each of our operational depots, we'll continue this approach into the new price control. With increased resources, our Safe & Warm community team will support customers on the doorstep, as well as supporting our Safe & Warm partnership network at community events.

Our legacy into RIIO-GD3
Our extensive vulnerability training programme for our frontline teams has been so effective that it will become business-as-usual activity in RIIO-GD3. This also applies to our award-winning Careline team and carbon monoxide (CMDDA1) safety checks. All our engineers are empowered to do what's needed to keep customers safe and warm, using the tools and services they've actively helped co-design.

With the support of our Careline and Safe & Warm community team, we never have to walk away from a household in need. We're always there to help, when and where customers need us.



Referrals from our frontline teams



Households supported by our Careline team





“

Despite how much he was struggling, he felt guilty asking for help, but I reassured him that we would support him.”

Ryan



Giving William a lifeline

When William called us to report pressure problems with his boiler, our frontline engineer Ryan quickly realised he was facing far more than a technical problem.

Eighty-year-old William* was living with multiple health conditions, including recovering from prostate cancer, and was very vulnerable to the cold. On top of this, he had very recently lost his wife and was struggling with the heartbreaking decision of whether his poorly 14-year-old dog would need to be put to sleep.

Our **frontline engineer** Ryan Wright soon recognised that William needed extra help.

“After carrying out safety checks, I isolated the dangerous boiler. But when I was speaking to William, it became clear just how difficult things had become.

“With the sudden loss of his wife and the financial strain of funeral costs, William simply could not afford the call-out fee for a Gas Safe registered engineer, let alone a boiler replacement.

“When I reassured William that we could replace his boiler for free through **our Care & Repair scheme**, he broke down in tears.

“William said to me ‘I was starting to think there wasn’t a God, but now I’m thinking maybe there is.’

“A qualified Gas Safe registered engineer visited William the next day and his faulty boiler was replaced within days. We even installed a new gas hob, all for free.

“But more than that, we gave William a lifeline. Now he knows he’s not alone and there’s always someone to help him stay safe and warm at home.”

*Name changed for privacy

Our impact

Our frontline teams have referred 50,557 vulnerable households for extra help since 2021.

Every year, our engineers’ confidence in identifying and supporting vulnerable households grows. This year, they’ve referred 18,887 households, which is a 30% increase on last year.



Connecting Colin to specialist support

After relying on expensive electric heaters for years, Colin called us for help getting his gas supply reconnected.

Colin* hadn't been using gas at home for years. His supply had been disconnected and he didn't know why. He was relying on electric heaters to try to keep his home warm. But without gas, his children couldn't visit him.

Colin called us for help to get his gas reconnected and spoke to Debbie Lyall in **our Customer Services team**.

Debbie recognised Colin was in crisis and needed more help. She referred him to Sian Middleton in **our Careline team**.

"When I spoke to Colin, it quickly became clear the gas supply being disconnected wasn't the only issue. He was struggling with debt and hoarding issues too, and it was all taking a toll on his mental health.

"First, I helped Colin contact his landlord to reconnect his supply. I added him to the **Priority Services Register** and sent out a **CO alarm**.

"I arranged a Safe & Well visit from **Scottish Fire and Rescue Service** to check his home was safe.

"I also referred him to **Mental Health UK** for help from the Mental Health & Money Advice Service, as well as **IncomeMax** to check his benefit entitlements. I sent him an **emergency food voucher** too.

"By connecting Colin to our network of Safe & Warm community partners, we were able to provide him with specialist support all from just one phone call – as well as help get his gas reconnected."

*Name changed for privacy

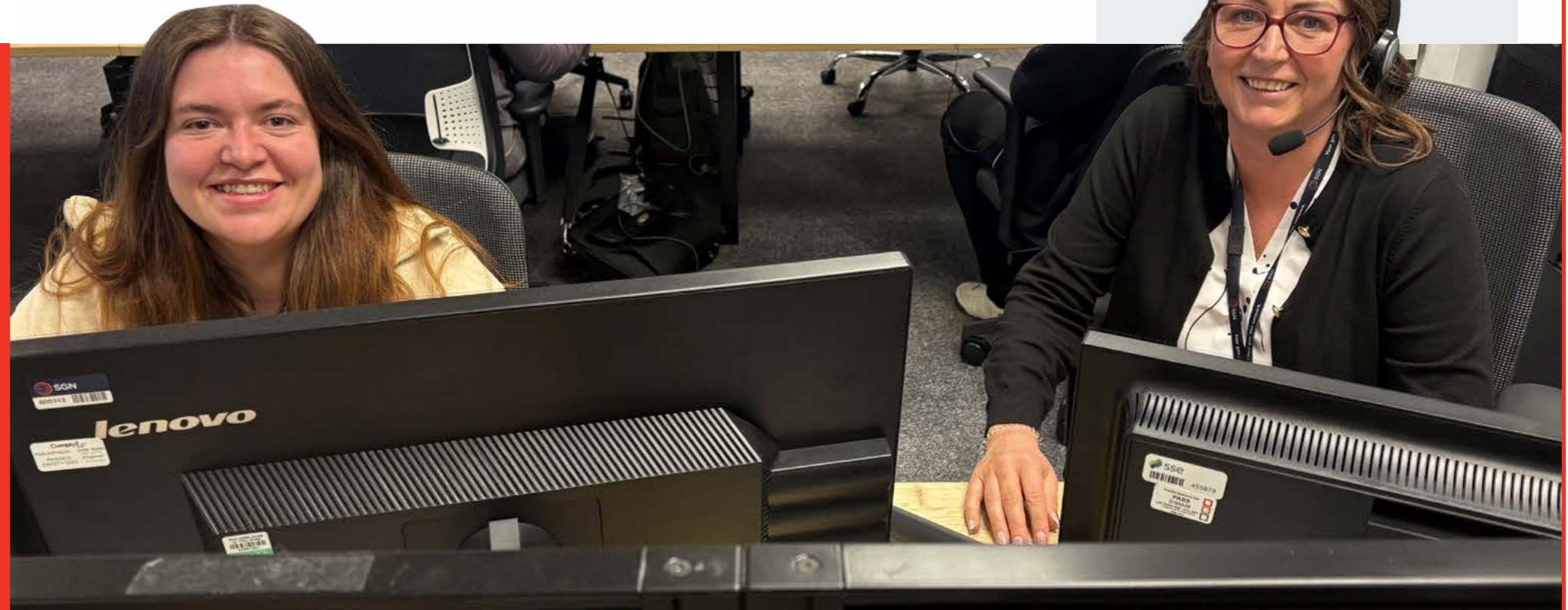
Our impact

Our Careline team has supported 92,960 households with 121,307 unique support services since 2021, including connecting households to partner-delivered support services such as energy efficiency advice and debt support.

“

To be able to support Colin to not only get his gas back on, but allow him the chance to see his children again, makes me proud to work in SGN's Careline team.”

Sian





Keeping Mary safe in Perth

When our Safe & Warm community team knocked on Mary's door, they quickly realised she needed more than energy advice.

During our network upgrade project in Perth, our engineers identified that local resident Mary* had sight issues and might benefit from a visit from Claire Clark in our **Safe & Warm community team**.

"When I knocked on the door, Mary asked me for help with some tasks she'd been struggling with for a few days due to her sight.

"While I was helping, I found out Mary was struggling with her energy bills and I offered support through our trusted partners. However, she then told me she wouldn't need to worry about that for much longer, as she was moving to England to get married to a younger man she'd met online.

"As we chatted more, she revealed she hadn't met her fiancé in person, and her family didn't know about the move, which was alarming for me.

"As Mary shared more details, I became increasingly concerned for Mary's welfare and mental wellbeing. During my visit, we discussed the benefits of the **PSR**, which I quickly added her to.

"As soon as I left, I contacted the housing team at **her local authority**, who escalated the matter to the **adult social care team**."

*Name changed for privacy

Our impact

Our Safe & Warm community team has visited 67,392 households since it was formed in 2023. The team has supported 29,956 customers with 66,063 unique services, including registering households for the PSR and raising awareness of CO safety.



“

After a short conversation with Mary, I knew she needed support. I'm so relieved I could connect her to the help she needed.”

Claire



SGN investment:
£5,918,026
NPV:
£10,053,817
SROI:
£2.34

 Find out more



Extra Care Support Services

Partnership ambition

We aimed to support at least 20,000 customers each year through our extra care support services. In addition to providing direct welfare services and onward support for vulnerable households, this programme also included supporting customers through our Careline and Safe & Warm community teams, delivering our Care and Repair scheme and training for our frontline teams.

Partnership achievement

Since April 2021, we've provided energy safeguarding services and onward support for 122,385 households. In the past 12 months, we've supported 49,893 households, significantly exceeding our target.

This year, our frontline teams identified 18,887 households for additional support, our Careline team proactively engaged 8,078 customers, and our Safe & Warm community team visited 22,928 customers at home.

We supported 477 households through our Care and Repair scheme this year. We replaced 197 appliances, completed 163 repairs and serviced 96 appliances. We also carried out 111 CMDDA1 carbon monoxide safety checks.

Learning and legacy

We've expanded our support for vulnerable customers through our pioneering extra care support services, delivering life-changing, co-ordinated care through close collaboration with operational colleagues.



April 2021 to
March 2026



SGN regions



Tier 2
initiative



Exceeded
outcomes





Supporting priority customer groups

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



361,642

households supported since 2021



£12.94m

invested in programmes and services



£26.28m

achieved in social value



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 identified 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

What we learned and achieved in RIIO-GD2

Our priority customer groups often have complex health, wellbeing and financial needs in addition to their energy safeguarding requirements. By creating connections between our Safe & Warm partnership network, our partners can provide holistic support to tackle the increasingly complex nature of vulnerable household need.

Through working so closely with our Safe & Warm community partners, we have a greater understanding of vulnerability

now than when we began delivering our strategy in 2021. We have a deeper appreciation of the barriers that vulnerable households face in accessing energy advice and support, and have used this insight to shape our training for our frontline teams and evolve our community programmes.

Our legacy into RIIO-GD3

By engaging with expert partners who already supported our priority customer groups, we've developed enduring energy safeguarding and financial resilience skills within these organisations.

At the end of RIIO-GD2, we're leaving these organisations with a legacy of sustainable energy safeguarding knowledge and resources to continue supporting vulnerable communities for years to come.

Crucially, this legacy is two-way.

Over the past five years, our expert partners have supported us in developing our training programmes and building our teams' confidence. We move into RIIO-GD3 better equipped to respond to the diverse needs of our priority customer groups.



Households registered for the PSR by us and our partners

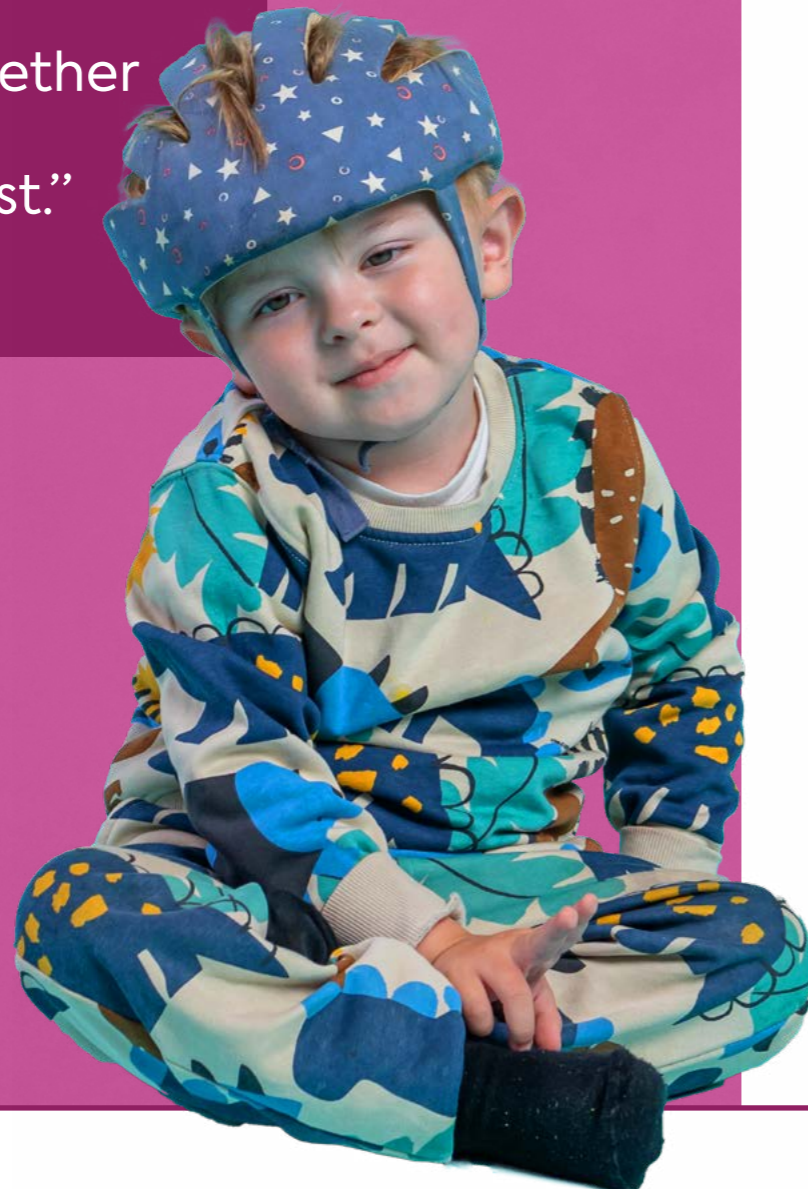




“

This support meant a terminally ill child could come home, giving their family precious, irreplaceable moments together when time mattered most.”

Melanie



Helping Alfie go home for Christmas

When a condemned boiler threatened to stop terminally ill Alfie from spending Christmas at home, we stepped in.

Three-year-old Alfie* had been in the hospital since he was born. Just days before Christmas, Alfie's parents were told he could finally go home.

But a condemned boiler meant the family had no heating or hot water. Without that, it would be impossible for Alfie to be discharged in time for Christmas.

The family turned to Melanie in the **Children's Hospices Across Scotland (CHAS) Financial Wellbeing and Energy Advice team** for help.

“The family simply couldn't afford to fix their broken boiler, which meant Alfie was facing another Christmas in hospital.

“We contacted Margaret Hamilton in **SGN's Social Impact team**, who immediately connected us with **Universal Gas Solutions**.

“Recognising the family's urgency, the team visited Alfie's home the very next

day – a Saturday – to assess the boiler and confirm a replacement was needed. Within 48 hours, their engineers had sourced and installed a new boiler, all funded by SGN.

“Fantastically, Alfie was able to return home the following day, and his family could make precious memories together over Christmas.”

*This is a true story, but we've changed his name for privacy and the boy pictured is another child supported by CHAS.

Our impact

Through our partnership with CHAS, we've supported 971 families in Scotland who are caring for children with life-limiting conditions. We've helped 466 people sign up to PSR.

We've achieved a total financial gain of £1,823,543 for these households, averaging £1,878 per family.



Supporting George to care for his wife

An initial needs assessment from Alzheimer's Society connected George to the help he needed to keep his wife safe and warm at home.

George is caring for his wife, who is living with dementia. He contacted **Alzheimer's Society** for advice on what support was available to help his wife.

Dementia Advisor Kelly visited George at home to carry out an initial needs assessment and discuss the **Priority Services Register**.

"During the visit, I noticed the house was cold and discovered they didn't have central heating.

"Knowing the local fire service could offer additional support with a **Safe & Well check**, and since George was nervous about other agencies visiting, I agreed to be present at the meeting."

"Over the following weeks, I attended several meetings between George and other services.

"By collaborating, we provided suitable support to keep George and his wife warm. This included a grant-funded **installation of a new boiler** and central heating system in a home that previously had none."

Our impact

Kelly is one of 924 frontline colleagues at Alzheimer's Society who've received energy efficiency, PSR and CO awareness training through our joint GDN partnership.

Together, we've supported 27,118 people with dementia and their carers since April 2025.

“

I didn't think any of this was going to happen when you walked through the door.”

George





Tackling communication barriers for Adam

A confusing energy arrears letter had been worrying Adam for months, until it was explained to him in BSL.

Adam* is a Deaf British Sign Language user. He contacted **deafPLUS** after receiving an energy arrears letter from his supplier that he found hard to understand.

deafPLUS Advisor Amanda met with Adam to explain the situation and discuss what support was available to him.

“Adam was confused by the letter, and it had been worrying him for a long time.

“By explaining the letter in BSL, Adam could fully understand what it meant

and what support was available to resolve his debt.

“I helped Adam to independently access specialist debt advice. But before I could do that, I needed to first help him build his confidence in engaging with other services, as English is his second language after BSL.

“Because of historical barriers to participation, there can be a wariness of

mainstream providers among the Deaf community. I was able to encourage Adam to engage with **IncomeMax** and **YES Energy**, whose services are inclusive of Deaf households.

“I also explained about the **PSR** and helped Adam to join, so that his energy companies could be more inclusive of his communication needs in future.”

*Name changed for privacy

Our impact

By explaining complex energy, CO and PSR information in BSL through our energyPLUS programme, we've empowered 2,102 Deaf households to fully engage with energy advice and safeguarding services.

“I had been worried about my bill for a long time and didn't know how to get support as a Deaf person.”

Adam





SGN investment:
£298,864

NPV:
£1,336,742

SROI:
£4.59

April 2024 to
March 2026



Hampshire
and the Isle
of Wight



Tier 2
initiative



Exceeded
outcomes



**Action
Hampshire**

Safe and Warm Communities

Partnership ambition

We worked with Action Hampshire to provide voluntary, community and social enterprise (VCSE) groups with support and training to help diverse communities access energy safeguarding services. Through the VCSE organisations, our programme aimed to help at least 3,500 households across Hampshire and the Isle of Wight to use energy safely, affordably and efficiently.

Partnership achievement

We delivered energy and CO awareness training to 130 frontline workers across 65 VCSE organisations. This knowledge has been shared with 4,039 vulnerable households, including 2,911 this year. Our programme helped 1,112 households join the PSR and provided 432 CO alarms to households most in need.

Learning and legacy

Our programme demonstrated the power of trusted grassroots organisations in engaging communities with energy safeguarding services. Our blended approach of training, crisis funds, digital engagement and hands-on support created a sustainable legacy of empowered organisations and safer communities.

[Find out more](#)

SGN investment:
£210,862

NPV:
£350,721

SROI:
£1.70

September
2024 to
March 2026



Medway,
North and
West Kent



Tier 2
initiative



Achieved
outcomes



ADSS
Facing dementia together

Kent Dementia Support

Partnership ambition

Across Kent and Medway, 24,000 people are estimated to be living with dementia. This is the eighth-highest prevalence among the 42 Integrated Care Boards in England. We partnered with the regional dementia charity ADSS to support households living with dementia, who face barriers to staying safe and warm in their own homes.

Partnership achievement

We've supported 2,585 people living with dementia with energy safeguarding through home visits and one-to-one advice this year, contributing towards a total of 3,155. We reached 24,483 more households through social media campaigns since 2024. We've also registered 1,104 households for the PSR and distributed 800 alarms.

Learning and legacy

We recognised it can be overwhelming for people with dementia to be referred to additional organisations for specialist support. In response, we adapted our model so ADSS became the single point of contact between the household and partners. We also identified that carers need our support, as well as people who are cared for.

[Find out more](#)



SGN investment:
£385,490

NPV:
£1,635,033

SROI:
£4.34

August 2024
to March 2026



Oxfordshire



Tier 2
initiative



Exceeded
outcomes



Inclusive Oxfordshire

Partnership ambition

We proudly partnered with Age UK Oxfordshire to help alleviate fuel poverty and increase energy safety awareness among 8,000 vulnerable older households. We targeted our support towards households experiencing barriers to accessing energy safeguarding services, including those living with dementia and people who are digitally excluded.

Partnership achievement

We supported 5,560 older households to maintain a safe and warm home this year, reaching 8,012 households overall. This included sharing energy safeguarding information with 194,497 older people and registering 819 households for the PSR. The team also referred 667 households to our Safe & Warm community partners for specialist support this year.

Learning and legacy

Our Inclusive Oxfordshire project made a meaningful and lasting contribution to reducing inequality across the county. By supporting people living with dementia and those experiencing digital exclusion, the project delivered personalised guidance on income maximisation, energy efficiency, CO safety and digital access, ultimately reaching far more residents than originally anticipated.

Find out more



SGN investment:
£474,017

NPV:
£1,192,078

SROI:
£2.60

September 2023
to March 2026



Glasgow
and West
Dunbartonshire



Tier 2
initiative



Achieved
outcomes



Safe and Warm Energy Efficiency Outreach

Partnership ambition

People living with long-term health conditions are often unaware of energy industry support services. By introducing new energy outreach workers into the ALLIANCE's Community Links Worker Programme, we provided 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 achievement

We supported 35,431 vulnerable households in areas of high socio-economic deprivation in Glasgow and West Dunbartonshire, including 17,781 this year. All these households received benefits checks to identify opportunities to maximise household incomes. We also provided all households with mental health support and supported 2,434 people to sign up for the PSR this year.

Learning and legacy

The ALLIANCE worked with a range of well-established community groups across the city to deliver targeted outreach events, supporting people living with complex needs such as dementia and sight loss. Engagement with a local secondary school proved particularly successful and this learning will shape future programme delivery.

Find out more

SGN investment:
£52,458

NPV:
£282,125

SROI:
£5.38

January 2024
to March 2026



Glasgow



Tier 2
initiative



Exceeded
outcomes



Trussell Food Bank Pilot

Partnership ambition

Our food bank pilot provided much-needed support to families visiting Trussell food banks in Glasgow, helping households access energy safeguarding support and Community Links Worker services. By embedding Community Links Workers within the food banks, we relieved pressure on the food bank teams who are encountering increasing numbers of households with complex challenges preventing them from maintaining a safe and warm home.

Partnership achievement

Our energy outreach workers visited five Glasgow food banks and reached 10,248 visitors this year. We've supported 4,107 households with benefits and grant entitlements, registering for the PSR and helping with household essentials. Our Winter Warm packs offered 180 households practical and energy-efficient ways to stay warm.

Learning and legacy

We've received strong positive feedback from food bank teams and participants about the benefits of the embedding Community Links Workers in food banks, particularly the informal, non-judgemental delivery that helps to engage households on energy matters who may not otherwise access support elsewhere.

Find out more



SGN investment:
£372,202

NPV:
£617,443

SROI:
£1.69

April 2024 to
March 2026



Scotland



Tier 1
initiative



Exceeded
outcomes



[Find out more](#)

Keeping Children Warm and Well

Partnership ambition

Living in fuel poverty impacts children's development and wellbeing. Together with Children First, we supported fuel-poor families across Scotland to use energy safely, efficiently and affordably. We aimed to help 1,600 households through the National Support Line and by expanding the charity's community-based advisor service into Ayrshire and Glasgow.

Partnership achievement

We've dramatically exceeded our target by supporting 4,323 households experiencing significant financial and energy challenges, including 2,551 families this year alone. We've helped 2,660 households with benefit and grant entitlements, resulting in a total financial gain of £2,402,509. We helped 1,511 young families register for PSR, supported 1,600 families with emergency fuel vouchers and provided food and other essentials for 2,143 households.

Learning and legacy

With energy advice fully integrated across all Children First services – including the national kinship carers service – families benefit from more holistic and preventative support. This approach tackles both the immediate challenges of fuel poverty and its causes, reducing financial pressures that put children at increased risk of harm, ill-health and poor wellbeing.

SGN investment:
£163,541

NPV:
£279,812

SROI:
£0.84

May 2024 to
March 2026



Scotland



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

Supporting Families Together

Partnership ambition

Children's Hospices Across Scotland (CHAS) witnessed a dramatic increase in families finding energy bills unaffordable and facing unbearable decisions around their children's care. Partnering with British Gas Energy Trust (BGET), we aimed 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 achievement

Our programme has significantly exceeded expectations in supporting families experiencing severe financial strain with energy safeguarding, appliance servicing and crisis support. We've supported 971 households during our partnership, achieving a total financial gain for these households of £1,823,543. This year alone, we helped 140 more households sign up to the PSR.

Learning and legacy

Our programme responded effectively to rising demand by improving referral pathways, strengthening advisor skills, building new partnerships and embedding robust processes. This not only enhanced the quality of support delivered today, but also ensured CHAS is well equipped to provide sustainable, future-proof energy safeguarding in the years ahead.

SGN investment:
£279,361

NPV:
£4,236,234

SROI:
£14.96

January 2025
to March 2026



West Sussex



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

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. Our partnership aimed to support 3,060 West Sussex carers to keep themselves and their cared-for warm and well at home.

Partnership achievement

We reached 40,756 carers with information on CO safety, energy efficiency and the PSR through a multi-channel awareness campaign. We've upskilled 245 frontline workers who've supported 3,795 households this year – and 4,100 overall – by providing personalised energy advice for 3,561 carers, registering 384 households for the PSR and helping 799 carers with income maximisation.

Learning and legacy

By proactively engaging with carers, the programme delivered clear preventative impact, helping vulnerable people stay safe at home, easing pressure on health services, and improving carers' financial security and wellbeing. Targeted training from Carers Support West Sussex significantly strengthened the identification of hidden carers, reaching an additional 1,499 households.

SGN investment:
£684,934

NPV:
£1,065,437

SROI:
£1.59

September 2024
to March 2026



Southern
England



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

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 set out to help 8,000 bereaved people to maintain a safe and warm home so they could focus on their mental health and wellbeing while grieving a loved one, rather than worry about energy bills.

Partnership achievement

We've supported 9,657 bereaved households with energy safeguarding during our partnership, including 9,273 in the past 12 months. This year, we registered 213 households for the PSR and distributed 2,484 CO alarms. We also referred 4,051 households in energy crisis for specialist support from our Safe & Warm partnership network.

Learning and legacy

Training equipped the Cruse team with the knowledge and confidence to support households with energy issues. In upskilling 1,915 staff and volunteers, we've built an energy safeguarding legacy across Cruse's programmes. Energy safeguarding is now embedded within the charity's trusted bereavement support services, which means households stay safe, warm and financially stable.



SGN investment:
£76,124

NPV:
£400,991

SROI:
£2.88

June 2025 to
March 2026



SGN regions



Tier 2
initiative



Exceeded
outcomes



energyPLUS

Partnership ambition

A lack of access to British Sign Language (BSL) interpreters means Deaf people frequently experience barriers in accessing essential support services. Together with deafPLUS, we aimed to tackle fuel poverty in the Deaf community by providing inclusive access to energy support services in BSL for households in Scotland and southern England.

Partnership achievement

Our partnership has supported 2,102 Deaf and hard of hearing households with personalised energy safeguarding advice in BSL. We've upskilled 13 of the deafPLUS team to identify households in energy crisis and fuel poverty, and where to signpost households for onward support. We registered 321 Deaf households for the PSR and 80 received an accessible CO alarm.

Learning and legacy

Our energyPLUS programme exceeded expectations through powerful in-person engagement within the Deaf community, breaking down complex energy, CO and PSR information in accessible, BSL-led formats. The programme has also left a legacy for SGN teams through Deaf awareness training for our Customer Experience team, as well as our broader Safe & Warm partnership network, who have learned more about how best to support Deaf customers.

Find out more

SGN investment:
£31,015

NPV:
£514,603

SROI:
£5.63

April 2024 to
March 2026



Hampshire
and the Isle
of Wight



Tier 2
initiative



Exceeded
outcomes



Hampshire & Isle of Wight Dementia Support

Partnership ambition

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

Partnership achievement

Overall, we've supported 363 households with one-to-one energy advice. This year, we reached 127 households through home visits, group events and telephone appointments, helping 139 households maximise income, registering 125 for the PSR and referring three for our free locking cooker valve.

Learning and legacy

We faced high demand for home visits, and our initial target was not aligned with the charity's capacity. We revised our approach to provide one-to-one advice in a group setting and over the phone. In doing so, Dementia Support Hampshire & IOW could more sustainably and effectively deliver support. Our legacy is supporting the team's knowledge of energy safeguarding services as well as developing stronger links with other organisations across Hampshire and the Isle of Wight.

Find out more





SGN investment:
£164,053

NPV:
£289,567

SROI:
£1.80

March 2024 to
March 2026



West Sussex



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

West Sussex Dementia Support

Partnership ambition

We partnered with Dementia Support to provide energy safeguarding services at its Sage House community hub. Through the charity's Wayfinding service, we aimed to help at least 1,500 people living with dementia in West Sussex – including their unpaid carers – to access key services that would enable them to live in safe and warm homes.

Partnership achievement

We provided energy advice and safeguarding services for 2,064 households living with dementia, exceeding our target. This included reaching rural and isolated households from our new Dementia Advice Bus. This year, we've supported 1,297 households, including helping 53 to join the PSR and distributing CO alarms to 49 households.

Learning and legacy

Through our partnership, we introduced the Dementia Advice Bus, offering households practical information and emotional support at locations across West Sussex. It means isolated households that can't travel to Sage House can still benefit from support. This service will continue after our programme as a lasting legacy.

SGN investment:
£1,451,298

NPV:
£2,325,582

SROI:
£1.64

April 2024 to
March 2026



Southern
England



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

Fuelling Futures

Partnership ambition

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. By proudly partnering with Home-Start UK to open up access to energy safeguarding services, we supported young families in fuel poverty across our Southern network area.

Partnership achievement

Since launching our partnership, we've reached 32,759 young families through Safe and Warm energy advice workshops. We've trained 1,674 Home-Start employees and volunteers on energy safeguarding to deliver these workshops. This year, we provided one-on-one energy advice for 29,144 young families, supported 3,381 with debt advice and helped 1,746 young families join the PSR.

Learning and legacy

Our Fuelling Futures programme significantly exceeded targets, reaching thousands of families across southern England with energy advice, CO safety and PSR support. Energy and debt conversations are now embedded within assessments, home visits and group programmes across 36 local Home-Starts, creating a sustainable, long-term legacy of practical family support.

SGN investment:
£164,245

NPV:
£4,599,467

SROI:
£28.74

November
2024 to
March 2026



Southern
England



Tier 2
initiative



Variable
outcomes



[Find out more](#)

Safe Homes for Older People

Partnership ambition

Independent Age ensures older people facing financial hardship can afford essentials – like energy – without compromising their safety and wellbeing. Through our awareness-raising campaign and one-to-one support, we helped vulnerable older households across southern England maintain safe and warm homes. Our programme addressed both immediate safety concerns and long-term energy efficiency and financial resilience.

Partnership achievement

The charity reached 524,025 older households through targeted marketing campaigns around CO safety, how to get a CO alarm and how to unlock unclaimed benefits through our partnership. This year, we distributed 5,000 CO alarms to older people. We also provided direct support to 1,498 older people via the helpline. This included maximising 344 household incomes and registering 180 older people for the PSR.

Learning and legacy

At the start of our partnership, call handling sat with an external organisation, creating an overly complex support journey. Upskilling the in-house team to manage calls instead led to a significant increase in people accessing support. This has also created a legacy of knowledge within the Independent Age team.





SGN investment:
£759,461

NPV:
£3,301,860

SROI:
£4.46

October 2024
to March 2026



Southern
England



Tier 2
initiative



Achieved
outcomes



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. We partnered with Marie Curie to proactively engage with people living with a terminal illness to make sure underserved communities stay safe and warm at home.

Partnership achievement

We trained seven Volunteer Support Officers and Community Engagement Managers, who upskilled 83 Community Companions to provide energy safeguarding support to people at end of life. Together, they reached 9,945 people across Bournemouth, Brighton and East Surrey during our partnership, including 9,283 this year. We've also supported 2,100 extremely vulnerable households sign up to the PSR.

Learning and legacy

Our programme was the first time Marie Curie proactively engaged underserved communities through its Community Companion service, as well as the first time using the service to support households in fuel poverty. The learnings around scale, scope and successful engagement approaches are informing the wider Community Companion service nationwide.

[Find out more](#)

SGN investment:
£723,047

NPV:
£5,206,026

SROI:
£7.37

April 2024 to
March 2026



Croydon, East
Kent, Reading,
Worthing



Tier 2
initiative



Achieved
outcomes



My Network Energy Advice

Partnership ambition

Working with Worthing Mencap through our Safe and Warm Community Scheme revealed a considerable need for energy advice elsewhere in our Southern region. In response, we created four local partnerships in Worthing, East Kent, Croydon and Reading to tackle the barriers disabled people face in understanding and accessing energy advice.

Partnership achievement

We've reached 15,416 households since the partnership began, empowering disabled people to maintain a safe and warm home. We delivered 252 energy advice sessions this year and attended 280 community events to raise awareness of gas and CO safety and energy efficiency. We registered 735 households for the PSR, distributed 401 CO alarms and installed 54 locking cooker valves.

Learning and legacy

In creating this partnership, we brought together the four Mencaps at bimonthly meetings to share learnings and shape delivery. This was the first time these organisations had come together this way, but the connections we've helped build now surpass our programme for the benefit of the organisations and service users.

[Find out more](#)

SGN investment:
£313,187

NPV:
£590,290

SROI:
£1.93

July 2024 to
March 2026



Glasgow



Tier 1
initiative



Exceeded
outcomes



Save Energy, Stay Warm

Partnership ambition

Minority groups are disproportionately vulnerable to fuel poverty. Many asylum seeker, refugee and ethnic minority communities also face language and cultural barriers that restrict their engagement with energy support services. We partnered with Positive Action in Housing to deliver energy advice and safeguarding to 1,905 Black and minority ethnic (BME) communities across Greater Glasgow.

Partnership achievement

We've supported 2,011 households from 53 countries with energy efficiency advice and safeguarding through this award-winning programme. We supported 1,164 of those this year, reaching 112 residents through eight energy saving and CO awareness workshops. We also helped 1,191 households access eligible benefits and supported 297 households to join the PSR.

Learning and legacy

Our programme delivered significant, lasting change within Positive Action in Housing, embedding energy safeguarding as a core component of its advice. By strengthening partnerships with energy advice organisations, the charity's financial inclusion initiatives are now more resilient and sustainable, ensuring consistent, high-quality support for those most at risk of fuel poverty.

[Find out more](#)



SGN investment:
£381,497

NPV:
£1,233,250

SROI:
£3.23

October 2023
to March 2026



Hampshire



Tier 2
initiative



Exceeded
outcomes



Home and Well Carers Support Service

Partnership ambition

We collaborated 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 helped tackle fuel poverty and introduce energy safeguards to help carers maintain a safe and warm home.

Partnership achievement

We established ten warm hubs, where we supported 6,720 carers to access energy safeguarding services. This year, we registered 1,212 households for the PSR, distributed 178 CO alarms and helped maximise household incomes for 2,137 carers. We also helped 730 carers in energy crisis with resources including fuel vouchers, heated blankets and winter warm packs.

Learning and legacy

The programme achieved steady engagement growth through targeted outreach in warm hubs, helping to exceed our support target by the end of the partnership. Energy advice, referral pathways and partnership working are now embedded into routine service delivery, creating more sustainable, preventative support for carers.

[Find out more](#)



SGN investment:
£409,769

NPV:
£1,694,083

SROI:
£4.24

October 2024
to March 2026



Southern
England



Tier 2
initiative



Achieved
outcomes



[Find out more](#)

Safe & Warm

Partnership ambition

According to Sue Ryder's 2024 research, 81% of people receiving end-of-life care were unable to run essential medical equipment due to high energy costs. Many face financial hardship because of their illness. We partnered with Sue Ryder to help 5,139 people who are dying and grieving with access to energy safeguarding services and fuel poverty support.

Partnership achievement

We supported 9,939 households impacted by bereavement and terminal illness with information and services to help them to maintain a safe and warm home, exceeding the target by 93%. This year, we've provided one-on-one support to 8,269 people, including registering 1,546 households for the PSR.

Learning and legacy

The partnership exceeded expectations in both reach and pace. Momentum built particularly quickly in our Sue Ryder shops, resulting in regular, face-to-face engagement with customers. In upskilling 286 frontline colleagues, we've left a legacy of energy safeguarding and CO safety embedded into wider service delivery throughout the organisation.

SGN investment:
£500,149

NPV:
£1,168,519

SROI:
£2.42

August 2023
to March 2026



Southern
England



Tier 2
initiative



Variable
outcomes



Together for Short Lives

Partnership ambition

We partnered with Together for Short Lives to ensure families had access to energy safeguards and financial support to enable children living with serious illness to be cared for at home. This is where many families choose to be, rather than a hospital or hospice, and where they can make moments of happiness together.

Partnership achievement

We upskilled almost 1,000 palliative and hospice care professionals to identify households in fuel poverty, equipping them with the knowledge and resources to support families. This year, we've supported 2,155 households with energy-related issues, including providing emergency funds for 563 families in energy crisis. Overall during our programme, we supported 2,639 households and registered 334 extremely vulnerable households for the PSR.

Learning and legacy

By training the charity's frontline teams to provide practical and financial support to help families stay safe and warm at home, we've not just supported families during our partnership. The Together for Short Lives teams will continue to provide this education to families for many years to come.

[Find out more](#)

SGN investment:
£76,124

NPV:
£400,991

SROI:
£5.37

September 2024
to March 2026



Edinburgh and
Midlothian



Tier 1
initiative



Exceeded
outcomes



[Find out more](#)

Safe and Warm Energy Scheme for Unpaid Carers

Partnership ambition

We partnered with Edinburgh and Midlothian-based charity, VOCAL, to increase the capacity of its successful Money Matters service. We set out to provide 475 unpaid carers with personalised energy safeguarding and energy advice. We also aimed to reach 50,000 carers with energy efficiency and safeguarding information through digital and print marketing campaigns.

Partnership achievement

We supported 624 unpaid carers across Edinburgh and Midlothian during our partnership, including 409 this year. Through one-to-one support, we've significantly reduced financial pressures on these households. We also reached a further 71,457 households through marketing campaigns.

Learning and legacy

We strengthened the delivery of our VOCAL programme through strong partnership working and expanded frontline worker training, while improving access and referral pathways for carers. Our programme embedded a more targeted, financial wellbeing-focused model. This legacy will shape future delivery, informing long-term organisational priorities and sustainable change.



SGN investment:
£1,211,160

Joint GDN investment:
£2,519,886

NPV:
£56,950,622

SROI:
£26.12

February 2023
to March 2026



National
joint GDN



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

Helping Older People Live Safe and Warm Homes

Partnership ambition

Older people are particularly at risk of fuel poverty, spending more time at home and often needing to consume more energy to keep warm. Together with the other gas networks, we partnered with Age Cymru, Age Scotland and Age UK to support older people nationwide with their energy needs.

Partnership achievement

Nationally, our programme has supported 117,846 older households through personalised energy support services. This includes helping 15,190 Scottish households through the dedicated energy advice service this year and 6,923 households in southern England. In addition, older people have used the online benefits checker 222,346 times this year.

Learning and legacy

Our programme strengthened regional delivery by sharing best practice and exposing the universal complexity older people face when seeking support. Rising hardship has driven demand for trusted, multi-channel guidance and crisis-led benefits help. In upskilling the advice line teams, and also piloting campaigns and outreach activities, we've helped evolve the organisations' services and better serve older people.

SGN investment:
£179,104

Joint GDN investment:
£1,129,104

NPV:
£3,062,460

SROI:
£2.71

April 2025 to
March 2026



SGN Southern,
Cadent, WWU



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)



Dementia Energy Advice

Partnership ambition

People living with dementia often face extra costs from working less or having to stop work altogether. The cost-of-living crisis further increased these financial pressures. Together with Cadent and Wales & West Utilities, we partnered with Alzheimer's Society to help people living with dementia in England and Wales to stay safe and warm at home.

Partnership achievement

We've upskilled 924 dementia advisors with CO safety, energy efficiency and PSR knowledge. This enabled us to support 27,118 families nationally with energy safeguarding and income maximisation, including 3,192 households across our Southern network area. In addition, 8,925 households received tailored energy efficiency advice, with 3,795 of these in southern England.

Learning and legacy

Our award-winning programme strengthened the charity's Help & Hope strategic ambition to prevent crisis by embedding energy safety into everyday dementia support. In training all frontline teams, we maximised the reach of the programme and ensured people with dementia receive vital safety information long after our partnership ends.



SGN investment:
£1,293,552

Joint GDN investment:
£4,075,771

NPV:
£169,151,534

SROI:
£42.03

April 2024 to
March 2026



National
joint GDN



Tier 2
initiative



Partial
outcomes



**CARERS
TRUST**

[Find out more](#)

Alleviating Unpaid Carers from Fuel Poverty

Partnership ambition

In 2022, 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 aimed to directly alleviate the financial pressures facing 40,000 unpaid carers through energy safeguarding, energy efficiency advice and financial resilience support.

Partnership achievement

We've directly supported 9,894 carers in our network areas through our partnership, contributing towards a total of 33,015 nationally. Since 2024, we've identified £25,611,738 in potential financial benefits for unpaid carers nationally, including £7,308,112 for carers in our regions. Over the course of the partnership, we supported 3,093 vulnerable households access the Priority Services Register.

Learning and legacy

Working with Carers Trust and their local teams helped shape our future approach, ensuring carers have the right support networks for energy safeguarding and financial resilience. Our project upskilled local carer teams, embedding a flexible model offering in-person and online support tailored to carers' complex, demanding and isolating lives.

SGN investment:
£139,507

Joint GDN investment:
£199,507

NPV:
£4,961,009

SROI:
£26.08

November 2023
to March 2026



SGN and
WWU regions



Tier 3
initiative



Exceeded
outcomes



crunch
DIGITAL MEDIA

[Find out more](#)

Digital Priority Service Register (PSR) Campaign

Partnership ambition

Awareness of the Priority Services Register among some eligible groups is low, in particular, people who are unwell, older people and young families. We partnered with Wales & West Utilities and Crunch Digital Media to build on their successful social media campaign and reach these groups with a seamless, easy route to join the PSR.

Partnership achievement

Our campaign has been the largest and most successful source of visitors to psr.co.uk. We achieved better-than-forecast results from the Meta campaign with over 11.8m impressions, resulting in 667,908 clicks converting to 469,368 landing page views. We generated 1,338,660 YouTube video views this winter with a view rate of 40.57%.

Learning and legacy

Our partnership has shown that relatable, real people drive PSR awareness and uptake in at-risk communities. By targeting areas with the greatest PSR gap and shaping campaigns on regional data, we've built an evidence-led model of community-focused engagement that strengthens protection for vulnerable households and leaves a legacy of improved energy safeguarding.

SGN investment:
£1,007,229

Joint GDN investment:
£2,577,377

NPV:
£41,847,008

SROI:
£16.45

April 2024 to
March 2026



National
joint GDN



Tier 2
initiative



Exceeded
outcomes



**Kidney
Care UK**

[Find out more](#)

Safe and Warm

Partnership ambition

Over 30,000 people with advanced kidney disease rely on dialysis. With 76% of dialysis patients unable to work, they're pushed into relative poverty. We aimed to support 8,867 patients in 128 renal units with energy advice and income maximisation support, plus a further 8,800 chronic kidney disease patients through the charity's helpline.

Partnership achievement

We've supported 20,624 kidney patients nationally through our partnership, including 17,229 patients receiving dialysis across 114 renal units. Within our SGN regions, we reached 6,328 patients – including 3,089 this year – well exceeding our target. Our Support Line helped 7,720 patients nationally with financial assistance, energy efficiency, joining the PSR and CO safety.

Learning and legacy

Face-to-face support in renal units was fundamental to the programme's success. Our initial interactions around registering patients for the PSR and CO safety advice served as an entry point to address more complex needs, such as benefit entitlement. These trusted relationships enabled us to support patients to live more comfortably, with greater financial security.

SGN investment:
£150,193

Joint GDN investment:
£317,376

NPV:
£5,972,678

SROI:
£18.82

November 2022
to March 2026



National
joint GDN



Tier 2
initiative



Exceeded
outcomes



MAGGIE'S
Everyone's home of cancer care

[Find out more](#)

Maggie's – Safe and Warm

Partnership ambition

It's vital that people with cancer can heat their homes without worrying about falling into fuel poverty. We partnered with Maggie's to help cancer patients heat their homes safely and affordably. We aimed to reach 7,200 people with cancer and their families at Maggie's centres in NHS hospitals across England and Scotland.

Partnership achievement

Since 2022, we've supported 59,151 people with cancer and their families with personalised energy advice and benefits checks. This included 19,909 in Scotland and 6,382 in southern England this year. Upskilling Maggie's benefits advisors to confidently help people use energy safely and affordably resulted in income gains of £102,061,871 for people with cancer nationally. We also educated 14,056 households on the benefits of the PSR.

Learning and legacy

The support from the benefits advisors was often people's introduction to Maggie's, which connected them to the charity's wider programme of practical and psychological support. Our programme also influenced Maggie's wider work, as the knowledge of the PSR and the support available to people with cancer has been embedded across the organisation.



SGN investment:
£557,722

Joint GDN investment:
£2,060,120

NPV:
£24,446,513

SROI:
£12.22

April 2024 to
March 2026



National
joint GDN



Tier 2
initiative



Exceeded
outcomes



Safeguarding and Tackling Poverty for Terminally Ill People

Partnership ambition

A terminally ill person's energy bill can increase by as much as 75% after they are diagnosed, leaving many people struggling to afford to heat their homes sufficiently. We worked with Marie Curie to train their frontline community teams on energy safeguarding and provide a dedicated energy advice team.

Partnership achievement

We've trained 1,916 frontline Marie Curie workers to support patients at risk of fuel poverty since 2022, including 262 this year. We've provided personalised energy advice to 9,206 households in our network areas during our partnership, supporting 2,501 this year. Nationally, we've identified more than £6.4 million in unclaimed benefits for people living with a terminal illness.

Learning and legacy

We've seen an evolution in how people want to access support during our programme, with more people choosing to engage over the phone and via web chat than browsing the website. We adapted to ensure we helped as many terminally ill people as possible in the way they wanted, and this learning will shape future programmes.

[Find out more](#)

SGN investment:
£136,491

Joint GDN investment:
£667,652

NPV:
£29,236,919

SROI:
£9.07

April 2024 to
March 2026



National
joint GDN



Tier 1
initiative



Exceeded
outcomes



Mental Health and Money Advice Service

Partnership ambition

Before the pandemic, it was estimated that one in four people experienced a mental health issue every year. With more people in energy debt and struggling through the cost-of-living crisis, this situation worsened. Together with Mental Health UK, we aimed to support 4,900 households nationwide to maintain a safe and warm home for the long term.

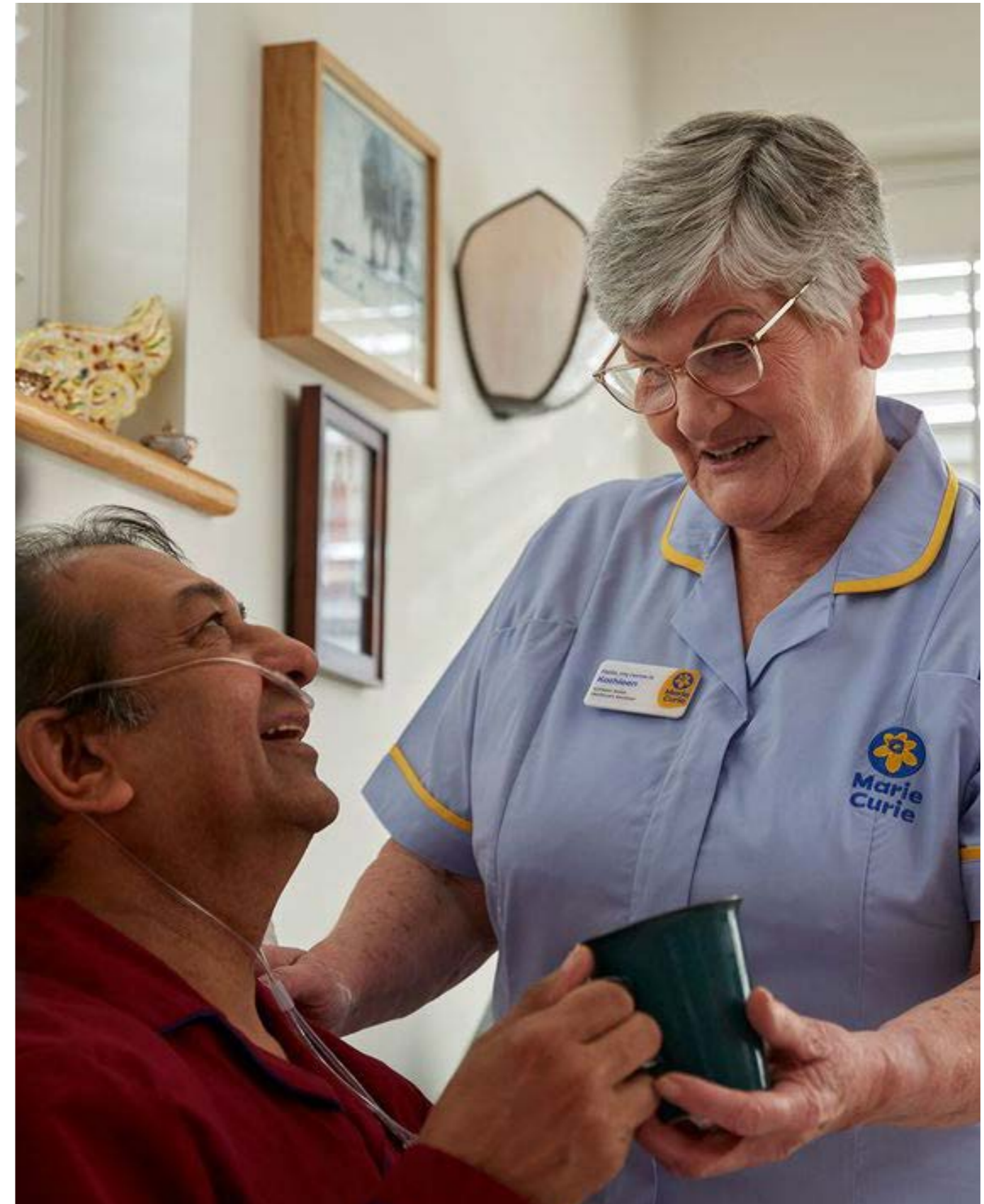
Partnership achievement

Developed on the success of our regional programme, we've collectively supported 7,654 households with mental health, money and energy advice through our joint GDN project. Within our network areas this year, we've supported 709 households, well above our target to support 500 households across Scotland and southern England each year.

Learning and legacy

The success of our initial regional pilot led to this national collaboration. With that, we've embedded a legacy of energy, CO safety and PSR knowledge, which has strengthened frontline capability. Our sustainable service will continue to support households with mental health, money and energy needs beyond our programme.

[Find out more](#)





[Find out more](#)

SGN investment:
£408,779

Joint GDN investment:
£1,153,157

NPV:
£2,553,693

SROI:
£2.27

**April 2024 to
March 2026**

**SGN and
Cadent regions**

**Tier 1
initiative**

**Exceeded
outcomes**

Fuelling Financial Independence

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

Partnership achievement
We've equipped 3,286 care leavers and at-risk young people with the skills to manage their finances and household essentials, including 1,847 this year. Within our network areas, 1,062 young people achieved a Level 1 qualification in Money Management or SCQF Level 4 qualification in Personal Money Management after attending a week-long course this year.

Learning and legacy
Energy efficiency and CO safety advice is now embedded – and will remain embedded – in all Money Ready programmes. The effectiveness and benefits of our holistic approach to financial education influenced how Money Ready develops other partnerships, as they look to integrate topics such as mental health, employment and home ownership.

[Find out more](#)

SGN investment:
£53,948

Joint GDN investment:
£88,913

NPV:
£135,917

SROI:
£1.60

**April 2024 to
March 2026**

**National
joint GDN**

**Tier 2
initiative**

**Exceeded
outcomes**

Empowered by Energy

Partnership ambition
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 with National Energy Action, we equipped representatives from refugee and asylum seeker groups with energy efficiency skills to share within their communities.

Partnership achievement
This year, 142 newly settled refugees in our network area have participated in interactive energy awareness workshops, adding to a total of 194 since 2024. The majority of this year's participants have been from Afghanistan, Iran, Sudan, Syria and Ukraine. By encouraging participants to become energy champions within their communities, they're expanding our programme reach.

Learning and legacy
Our programme was tailored to people unfamiliar with our energy system and delivered with the support of interpreters to ensure refugees could fully understand and engage with the information. Feedback from partners and participants highlighted how essential our accessible guidance was, as many refugees do not receive similar support through other channels.

[Find out more](#)

SGN investment:
£82,237

Joint GDN investment:
£164,473

NPV:
£1,942,232

SROI:
£11.93

**July 2024 to
March 2026**

**SGN and
NGN regions**

**Tier 2
initiative**

**Achieved
outcomes**

Warm Welcome

Partnership ambition
The arrival of a new baby can push financially struggling households into fuel poverty. We joined with Northern Gas Networks and NEA to support families with young children to stay safe, warm and healthy at home. Working with trusted local organisations, we provided energy advice to low-income families in areas of high deprivation across our regions.

Partnership achievement
We've held 1,222 community events during our partnership, engaging local organisations such as Lambeth Early Action, where we provided advice on topics such as CO awareness and the benefits of the PSR. We reached 7,642 vulnerable young families with energy safeguarding through community events and family fun days this year, including 4,610 in our regions.

Learning and legacy
By engaging households when a child is born, we're supporting families at a pivotal time – often when they're most vulnerable. Our advice and guidance not only help keep them safe and warm now, but it equips them with skills for life, leaving a legacy beyond our programme.





SGN investment:
£934,881

Joint GDN investment:
£3,515,000

NPV:
£24,242,717

SROI:
£7.03

April 2022 to
March 2026



National
joint GDN



Tier 2
initiative



Exceeded
outcomes



SCOPE

Disability Energy Support (DES) With Water Advice

Partnership ambition

We first partnered with Scope in 2020 to deliver tailored support through our Disability Energy Support (DES) with water advice service. In April 2022, we expanded into a joint GDN programme, opening up independent energy advice and advocacy to disabled people across England, Scotland and Wales.

Partnership achievement

Since April 2022, we've supported 38,676 disabled people across Britain. This year, we held 10,160 one-on-one energy advice appointments, including 2,197 with disabled households in our network areas. Nationally, we educated 6,393 disabled households on CO safety and provided 2,043 free CO alarms. We also provided 1,941 fuel vouchers and 1,514 heated blankets to those in energy crisis.

Learning and legacy

Disabled people face higher energy costs and rising energy debt, and our programme proved how deep that inequality runs. Through innovative engagement, we reached people often missed by traditional channels. The legacy is clear – disabled households still struggle to navigate energy providers, and they value the trusted support the service provides.

 Find out more



SGN investment:
£273,156

Joint GDN investment:
£1,121,712

NPV:
£48,039,302

SROI:
£42.83

December 2025 to
December 2026



National
joint GDN



Tier 2
initiative



Partial
outcomes



Supporting People to Thrive at Home

Partnership ambition

Thousands of people across the country are struggling financially to the point where homelessness is a very real risk. We came 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 achievement

We've supported 12,155 people nationally with services including debt reduction and accessing unclaimed benefits. Of these, 3,908 households were in our network areas, including 2,610 this year. We've also provided emergency support for 6,382 people at immediate risk of becoming homeless this year, including 2,008 people in our network area.

Learning and legacy

Our programme highlighted the vital link between energy and preventing homelessness. We upskilled frontline Shelter teams with knowledge that they will continue to use after our programme. Despite challenges in embedding new approaches, strong collaboration and support resulted in lasting improvements for future service delivery across the whole organisation.

 Find out more



Tackling fuel poverty and energy affordability

Targeted support for customers struggling to afford energy in the most vulnerable geographical areas across our network



595,439

households supported since 2021



£24.89m

invested in programmes and services



£111.29m

achieved in social value



Households in fuel poverty are at increased risk of using unsafe appliances or fuels to heat their homes and rationing their energy use, which can lead to cold, damp and unhealthy homes.

We developed our Vulnerability Index to identify regional communities in greatest need of support to use energy safely, efficiently and affordably. We were then able to use the index to prioritise where our programmes were established.

Our partnerships address the immediate needs of households in energy crisis, as well as tackle the causes of fuel poverty and build long-term financial resilience.

What we learned and achieved in RIIO-GD2

Energy advice is complex and highly personalised. For those households on the lowest incomes, it's simply not possible to lift them out of fuel poverty without increasing how much money they have to survive each month.

We support households to manage their energy debt through navigating payment plans and working with creditors. We complement this by educating households on energy efficiency behaviours and carrying out assessments for local efficiency schemes.

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 and Council Tax Reduction.

These advice services are often seen as inaccessible to the households that need them most. Our focus, therefore, needed to be on both providing quality energy advice and building capacity within dedicated advice teams to help vulnerable households access the support they need.

Our legacy into RIIO-GD3

We partnered with organisations that already had expertise in energy safeguarding and maximising household income to respond to the surge in demand following the pandemic, energy crisis and cost-of-living crisis.

It's by building capacity within these organisations that we reached households in crisis and lifted them out of fuel poverty long term.

We've connected these skilled organisations to our partners who support our priority customer groups through our Safe & Warm community network. In doing so, we were better able to reach those underserved groups most in need of essential energy safeguarding and support to increase household income.



The Fuel Poor Network Extension Scheme (FPNES) helped households access controllable and more affordable heat by connecting them to the gas grid.

The FPNES reduced annual heating costs by hundreds of pounds compared with more expensive fuels like electricity or heating oil.

This benefit is supported by evidence showing that gas heating remains one of the lowest-cost domestic heating options for vulnerable and low-income households, helping reduce fuel poverty and improve warmth at home.

In 2024, a decision was made to repurpose 70% of FPNES funds into the

VCMA to help households in fuel poverty. We quickly maximised the opportunity by investing in organisations with the skills and capacity to immediately support financially vulnerable households.

This activity complemented our vulnerability strategy but differed from our longer-term funding approach. The additional funding enabled us to quickly support households in fuel crisis.

The Fuel Poor Network Extension Scheme closed on 31 March 2026.

Fuel Poor Network Extension Scheme (FPNES) connections

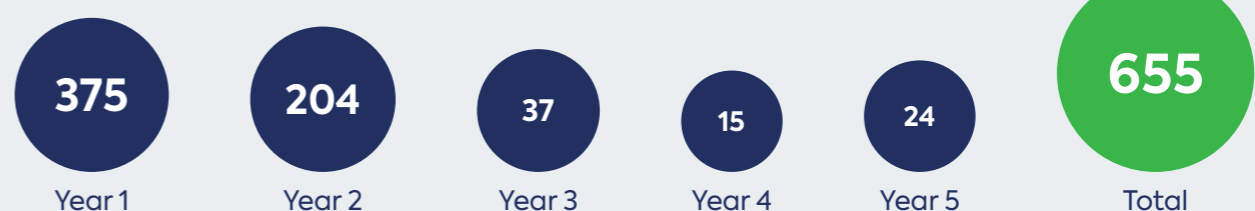
SGN



Scotland



Southern England




INCOMEMAX

Lifting Sandra and Trevor out of financial crisis

Sandra and Trevor almost needed to sell their house to make ends meet, until we referred them for help to maximise their household income.

Sandra and Trevor* both receive a state pension and an occupational pension. They both have significant health conditions, including arthritis, cancer and a genetic condition which results in muscle weakness.

We visited their home when **our mains replacement contractor WCB** was upgrading our gas network in their street. Recognising they were eligible for the **PSR**, our Customer Liaison Officer Lauren Macauley registered them for the free service.

We also referred the couple to **IncomeMax** Advisor Teddy for income maximisation and benefits advice.

“Sandra and Trevor were struggling to afford their bills and felt overwhelmed by the process of claiming additional support.

“I guided them through Attendance Allowance applications step by step. Both were successfully awarded the

higher rate, as well as backdated payments, providing a significant increase to their income.

“I also referred them for a **home energy visit**, where they were given practical advice and supported to switch to an Economy 7 tariff to help reduce their bills.

“By helping Sandra and Trevor access unclaimed benefits and reduce their energy costs, we’ve increased their annual household income by £12,115 and ensured they can stay in their home.”

*Names changed for privacy

Our impact

IncomeMax has supported 3,015 households through our partnership. Together, we’ve identified £3,134,936 in extra income and unclaimed benefits – an average of £1,040 per household.

“

We didn’t want to sell our house and this means we don’t have to think about that.”

Sandra and Trevor





“

I didn't know what was going on with my benefits and bills, I was lost. People always judged me and didn't help, but Mags and GBT are so understanding.”

Kasia



Helping Kasia with grassroots support

Kasia struggled to access energy and financial support from mainstream organisations, but a grassroots organisation provided the help she needed.

Grassroots organisations reach vulnerable households who wouldn't typically access help from more mainstream sources.

Kasia* first engaged with **Getting Better Together** (GBT) at its community shop and café in Shotts in 2021.

As a Polish woman with a diagnosis of autism, she experienced significant social isolation and often struggled to access support or resolve issues independently.

Over the last year, GBT's Financial Wellbeing Advisor Margaret has provided Kasia with ongoing one-to-one **energy safeguarding** and **income maximisation** support.

“I've been helping Kasia with benefit maximisation, budgeting and managing her household finances.

“This included regular appointments, practical guidance and advice around gas and electricity safety and efficiency.

“Kasia often felt dismissed or overwhelmed when dealing with

agencies and services, so it was important to take the time to tailor our support to her specific needs.

“I was also able to link her with wider sources of advice and provided additional safety support, including a **carbon monoxide alarm** and information on **gas safety**.

“As well as providing vital energy and financial advice, our service has become an important source of social connection for Kasia, helping her build confidence and feel more included within the local community.”

*Name changed for privacy

Our impact

We've supported 65 grassroots organisations, like Getting Better Together, with funding and skills to provide energy advice and safeguarding services to financially vulnerable households.



Energy safeguarding at Dougie's football club

Curious about our Game Energy Hub at his local football club, Dougie found our warm space offered more than just a hot meal.

Dougie* lives with emphysema, which is a chronic and progressive lung condition. Along with his wife Beth, he attended the Game Energy Hub at Stenhousemuir Football Club out of curiosity.

At our warm space, the couple met with **Scottish Professional Football League (SPFL)** Community Development Officer Kenny.

“Dougie and Beth live on a combination of state and private pensions. I was able to talk to them about their eligibility for the Priority Services Register and encourage them to register.

“During their visit, they engaged with the **Scottish Fire and Rescue Service**, who identified that they did not have a CO alarm installed. Within days, an alarm was fitted in their home, providing immediate reassurance.

“The couple also spoke with a Heat Mentor from **The Wise Group**,

who followed up with a phone call and supported them to find a more affordable gas and electricity tariff.

“Not only were we able to provide Dougie and Beth with practical energy and financial support, but they valued the opportunity for them to meet others in the community and share a meal.

“Their first visit to our warm space won't be the last – Dougie's already told us he plans to return to the hub for help to explore potential benefit entitlements linked to his emphysema.”

*Name changed for privacy

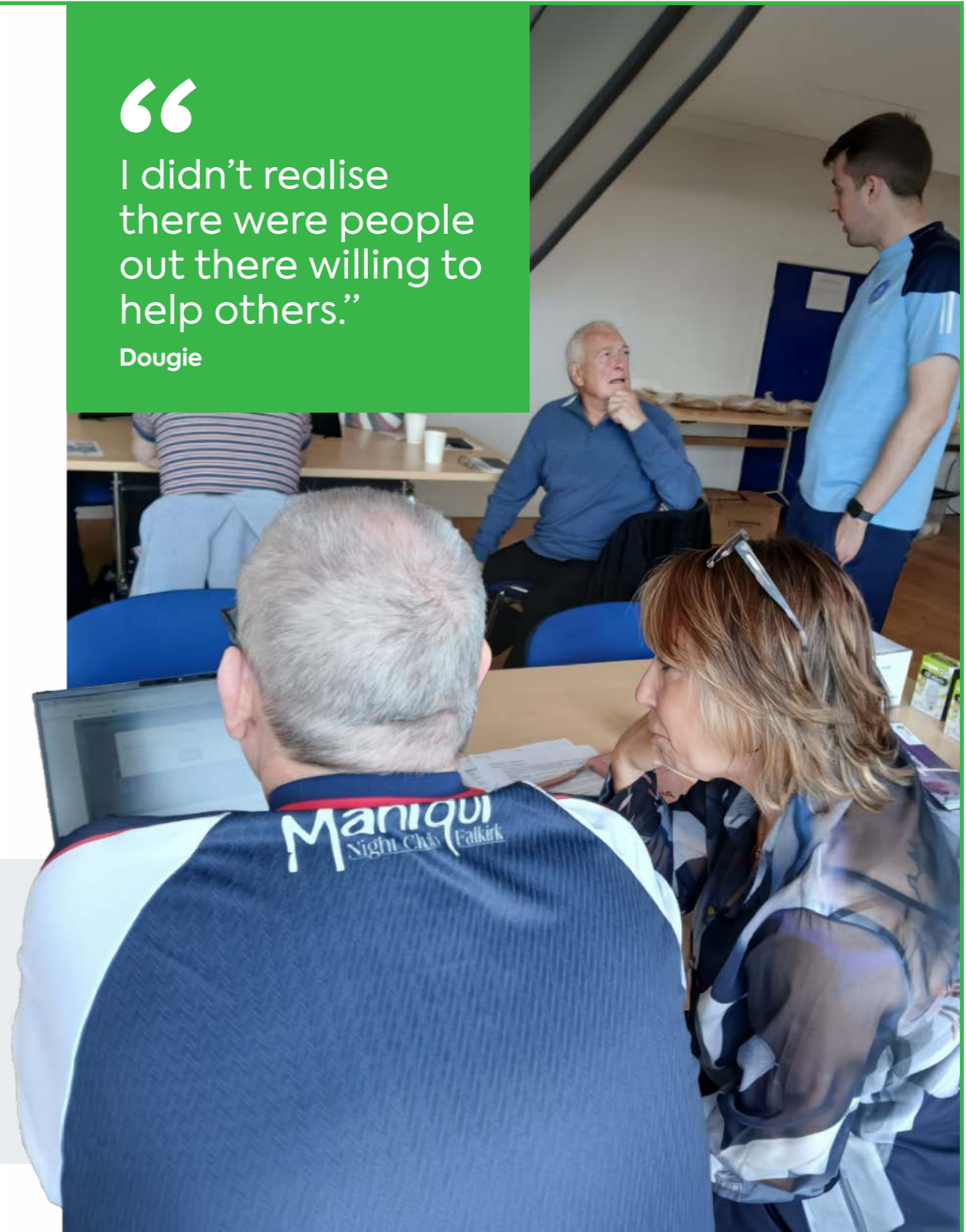
Our impact

We reached 1,606 households across 13 Game Energy Community Hubs together with the SPFL Trust. Across our Safe & Warm partnership network, we've welcomed more than 150,000 visitors to warm spaces.

“

I didn't realise there were people out there willing to help others.”

Dougie





SGN investment:
£506,010

NPV:
£2,154,872

SROI:
£4.36

January 2024
to March 2026



Brighton
and Hove



Tier 2
initiative



Variable
outcomes



Brighton & Hove
City Council

Warmth for Wellbeing

Partnership ambition

We partnered with Brighton & Hove City Council in 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 extended our partnership until March 2026 to support an extra 4,842 financially vulnerable fuel-poor households.

Partnership achievement

We've supported 4,180 households in energy crisis since 2024, including 2,082 this year. As well as providing 651 households with emergency fuel vouchers this year, we registered 310 households for the PSR and provided 405 households with financial resilience support.

Learning and legacy

We found crisis funding alone was insufficient, with many households returning for further support. We tackled this by broadening our approach from April 2025 and partnering with Money Advice Plus to provide money advice and income maximisation, leading to longer-term financial resilience.

Find out more

SGN investment:
£2,350,514

NPV:
£2,779,630

SROI:
£1.21

November 2022
to March 2026



SGN regions



Tier 2
initiative



Exceeded
outcomes



Centre for
Sustainable
Energy

Safe and Warm Community Scheme

Partnership ambition

Many people don't feel comfortable seeking help from mainstream institutions, preferring to turn to trusted local or need-specific grassroots organisations. By partnering with Centre for Sustainable Energy (CSE) to deliver our Safe and Warm Community Scheme, we've helped grassroots organisations support financially vulnerable communities with funding and skills to provide energy advice and safeguarding services.

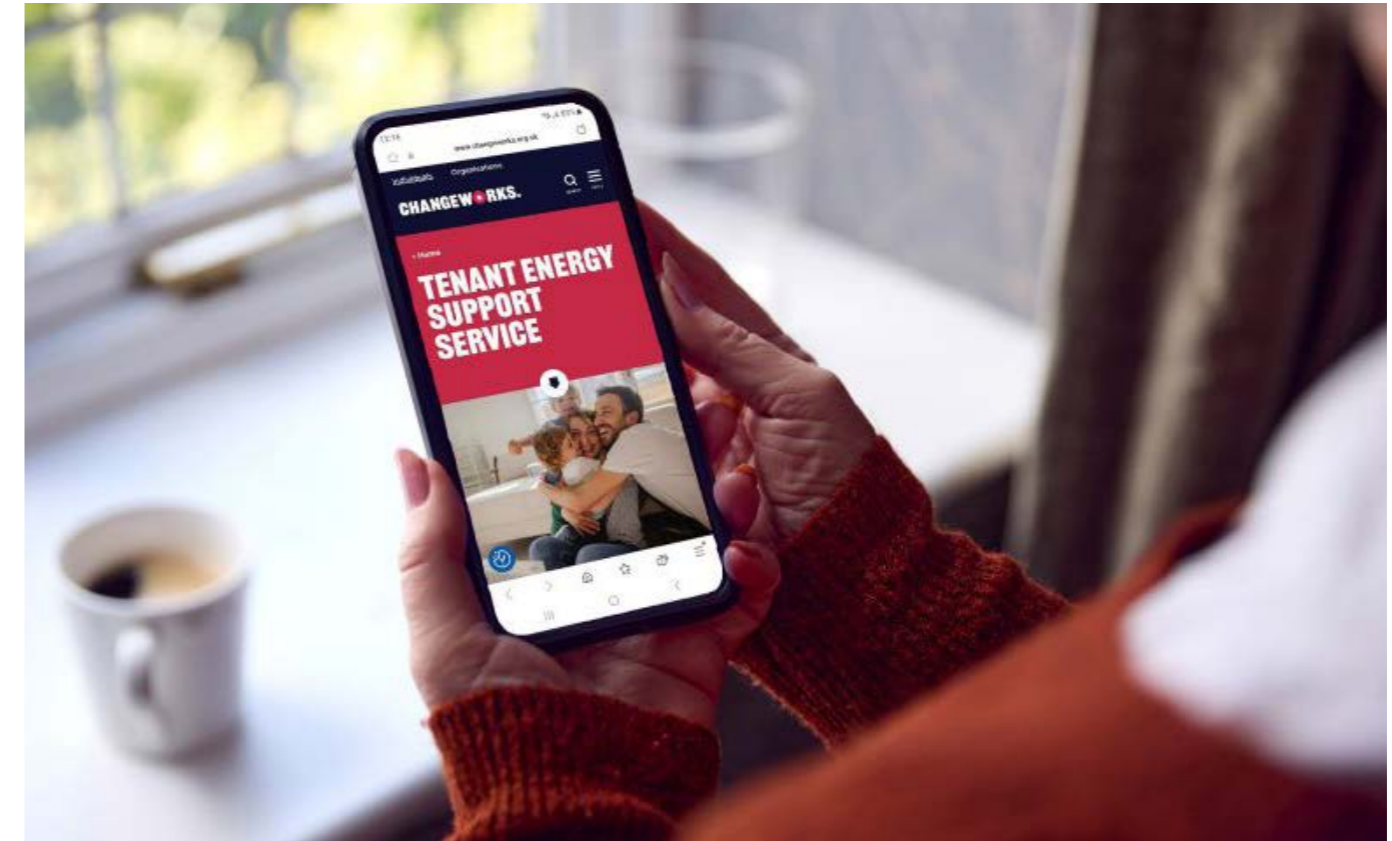
Partnership achievement

We've provided 64 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 2022. Between December 2024 and March 2026, we reached 26,432 vulnerable households with energy advice, supporting 16,381 households to join the PSR and distributing 1,329 potentially lifesaving CO alarms.

Learning and legacy

Our Safe and Warm Community Scheme exceeded all targets, particularly around PSR registrations and supporting households to access crisis support and fuel vouchers. A key element of this scheme was the quarterly networking events, bringing together grassroots organisations to create connections and build capacity that will outlast our programme.

Find out more



SGN investment:
£242,464

NPV:
£264,317

SROI:
£1.12

August 2024
to March 2026



Scotland



Tier 1
initiative



Achieved
outcomes



Find out more

CHANGEWORKS.

Tenant Energy Support

Partnership ambition

Around 40% of housing association tenants in Scotland are living in relative poverty, which is higher than any other housing tenure. To help address this, we partnered with Changeworks on a national energy advice service specifically for housing association tenants. Through this initiative, we aimed to support 1,540 households with in-depth energy advice and advocacy.

Partnership achievement

Since 2024, we've supported 1,701 tenants from nine housing associations. Through one-to-one support this year, we've registered 378 households for the PSR, educated 1,286 households on CO safety and referred 326 tenants for specialist help, including welfare rights, income maximisation advice, tenancy sustainment support and access to emergency fuel vouchers.

Learning and legacy

Our Tenant Energy Support service delivered vital, holistic assistance to housing association tenants. After addressing early mobilisation challenges, we exceeded targets for households reached, financial savings, PSR sign-ups and CO advice. Its success led Changeworks to replicate the model across other projects, shaping how future programmes are designed and delivered.



SGN investment:
£212,217

NPV:
£666,211

SROI:
£3.14

April 2024 to
March 2026



Midlothian



Tier 2
initiative



Exceeded
outcomes



CHANGEWORKS.



[Find out more](#)

Midlothian Affordable Warmth

Partnership ambition

Nearly a third of Midlothian households live in fuel poverty. Together with Changeworks and Penicuik Citizens Advice Bureau, we developed a holistic people-centred fuel poverty support service. The partnership aimed to help at least 640 households across Midlothian to access support, including energy advice, registering for the PSR and emergency funds for households in crisis.

Partnership achievement

We supported 1,659 households with energy efficiency and income maximisation, including 841 this year, well exceeding our programme target. Our support has unlocked a total income gain of £425,757 for these households. As part of our programme, we've upskilled 39 frontline workers with energy safeguarding skills, including fuel poverty, CO safety and PSR awareness.

Learning and legacy

Our programme exceeded expectations, delivering significant financial gains alongside helping households become more confident in their energy use. When we found households in crisis were reluctant to accept financial help, we adapted by offering practical support such as heated blankets. This learning is shaping more responsive, flexible and holistic future services.

SGN investment:
£1,936,230

NPV:
£2,479,299.22

SROI:
£11.84

October 2024 to
March 2026



Southern
England



Tier 1
initiative



Variable
outcomes



[Find out more](#)

Bright Futures Energy Champions

Partnership ambition

Citizens Advice data showed marginalised communities in southern England were among those most in need of energy-related support, but were not visiting their hubs for help. Together, we expanded its Energy Advice Programme to reach under-represented and marginalised communities through a community-based caseworker service.

Partnership achievement

This year, we've provided 6,088 households with in-depth energy and income advice. We've delivered 2,280 CO and energy awareness sessions through our CO and Energy Advice Programme, and supported 4,207 marginalised households through one-to-one caseworker support across over 11,000 interactions. Collectively, we've helped 6,487 households with 60,890 issues during our partnership, identifying £13,500,960 in income gain.

Learning and legacy

Our outreach programme showed it takes time to build trust with marginalised communities, who are often wary of energy companies and mainstream support providers. Additionally, the scale of need is more complex among these communities, so providing support required more time and more appointments compared with households visiting Citizens Advice hubs.

SGN investment:
£632,940

NPV:
£11,965,870

SROI:
£18.90

December 2021
to March 2026



East and
West Sussex



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

Tackling Fuel Poverty Together

Partnership ambition

Together with Citizens Advice Arun & Chichester and Citizens Advice 1066, we've supported some of the most deprived communities in southern England at risk of fuel poverty. We set out to provide 4,354 households with energy caseworker support by creating strong referral pathways from over 600 local groups and training frontline community workers.

Partnership achievement

We've supported 10,093 vulnerable households via energy caseworkers since 2021, including 1,253 this year. Our partnership has supported 3,644 households with income maximisation and benefits checks, helped 1,328 households with debt issues and supported 578 households to join the PSR this year. We've also trained 304 frontline workers at seven community organisations in energy safeguarding.

Learning and legacy

Our programme set a blueprint for replicable, sustainable services that can be scaled nationally. By uniting agencies and services across the county, we've exceeded programme targets. Through this programme, we identified that warm spaces are particularly effective in engaging communities, allowing multiple organisations to support households from the same venue.






SGN investment:
£747,162

NPV:
£1,229,634

SROI:
£1.28




Find out more


Breaking Barriers

Partnership ambition
Dorset has the largest regional fuel poverty gap in south-west England. Our Breaking Barriers programme aimed to help at least 10,500 households to extend support from the Energy Unit into communities through a new Energy Bus and energy events in warm spaces. We also set out to train 200 frontline community workers on energy safeguarding.


Partnership achievement
Our programme supported 11,042 households. In introducing our Energy Bus, we reached 2,175 rural households and delivered 108 workshops at warm spaces across the county. This year, we've helped 874 households through in-depth specialist casework and 813 households have benefited from income maximisation support.

Learning and legacy
Our partnership generated valuable learning, already shaping a legacy beyond this project. The Energy Bus model, supported by specialist caseworkers, effectively removed barriers and provided a 'front door' to support for isolated communities. Now embedded within the service, this framework strengthens community resilience and informs future place-based initiatives with partners across Dorset.

April 2024 to March 2026 

Dorset 


Tier 2 initiative 

Achieved outcomes 

SGN investment:
£694,751

NPV:
£4,709,216

SROI:
£3.45




Find out more


Home & Well


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


Partnership achievement
Our award-winning programme helped 14,882 patients return to a safe and warm home, supporting 6,618 patients this year. In addition to energy advice, the team supported 4,474 households to join the PSR and provided 2,198 benefit checks. We also provided 1,579 households in crisis with emergency fuel vouchers.

Learning and legacy
Our Home & Well project leaves a stronger, more resilient support model that combines energy, water, health and social care interventions in a way that did not exist before. Its greatest legacy is the creation of a proven, scalable approach that demonstrates how cross-sector collaboration can meaningfully reduce fuel poverty, support PSR registration and improve wellbeing.

April 2021 to March 2026 

Hampshire and Isle of Wight 

Tier 1 initiative 

Exceeded outcomes 

SGN investment:
£70,193

NPV:
£334,200

SROI:
£4.89



Find out more

Switched On

Partnership ambition
Rushmoor in Hampshire is a densely populated and diverse borough with poor levels of economic activity, health and educational attainment. We joined with Citizens Advice Rushmoor to support households struggling with high and unaffordable energy bills, particularly the Nepalese community. Together, we helped households use energy safely, efficiently and affordably through holistic, person-centred support.

Partnership achievement
We supported 1,632 Rushmoor residents, providing 260 households with specialist advice to resolve complex energy issues. We helped 907 households with income maximisation and registered 773 residents for the PSR, exceeding the target by more than 600%. This year alone, the team reached 442 households with energy efficiency advice.

Learning and legacy
Our Switched On programme enabled Citizens Advice Rushmoor to expand its reach across the district, establishing strong and sustainable partnerships with a range of new organisations. These collaborations will continue to support marginalised communities after our programme and help remove barriers that prevent residents from accessing essential advice and support.

December 2024 to March 2026 

Rushmoor, Hampshire 

Tier 2 initiative 

Exceeded outcomes 

SGN investment:
£1,659,907

NPV:
£2,803,513

SROI:
£1.70



Find out more

Safe and Warm Advice Service

Partnership ambition
We co-designed several initiatives with Citizens Advice Scotland in RIIO-GD2, culminating in our expanded Safe and Warm Advice Service. Through the service, specialist energy advisors delivered tailored support from bureaux in Scotland's most deprived areas. We extended the programme into four NHS hospitals from 2024, helping vulnerable patients return to a safe and warm home.

Partnership achievement
We supported 3,731 households this year at 10 bureaux and a further 1,407 households in hospitals. Energy advisors held 3,225 CO safety conversations, helped 455 households join the PSR and provided fuel vouchers to 87 households in crisis. Through benefits checks and income maximisation support, we've achieved a financial gain of £1,058,406 for vulnerable households.

Learning and legacy
We've supported 9,235 households in the past two years, helping lift some of Scotland's most vulnerable families out of fuel poverty. By extending our programme into hospitals, we've helped more households than anticipated and relieved pressure on the NHS by preventing readmissions, as patients can return to safe and warm homes.

April 2024 to March 2026 

Scotland 

Tier 1 initiative 

Variable outcomes 





SGN investment:
£473,129

NPV:
£2,737,005

SROI:
£5.83

February 2023
to March 2026



North Oxfordshire
and West
Northamptonshire



Tier 2
initiative



Achieved
outcomes



[Find out more](#)

Energy Matters

Partnership ambition

When Cherwell District Council declared a fuel poverty emergency in 2022, we partnered with Citizens Advice West Northants & Cherwell to help households reduce energy costs and maximise incomes. Through community outreach and caseworker support, we prioritised digitally and culturally excluded households, disabled residents and older people.

Partnership achievement

We supported 1,152 households with personalised energy safeguarding services this year, totalling 4,193 households during our partnership. We introduced outreach activity in March 2023, reaching 1,496 households at food banks and community-hosted venues. This year, we helped 1,032 customers join the PSR, provided 833 emergency fuel vouchers and distributed 248 potentially lifesaving CO alarms.

Learning and legacy

Households trapped by fuel poverty increasingly face food bank limits and mounting energy debt, surging Citizens Advice's complex casework. To remain sustainable, we pivoted to remote delivery within food banks, helping bridge the gap for those turned away elsewhere, moving households from crisis to long-term stability.

SGN investment:
£349,998

NPV:
£3,194,878

SROI:
£9.13

April 2025 to
March 2026



Southern
England



Tier 2
initiative



Variable
outcomes



[Find out more](#)

Community Energy Advice Partnership

Partnership ambition

Care leavers face significantly poorer life outcomes than their peers, while the traveller community experiences some of the highest levels of discrimination and poverty of any ethnic group. Our community-led energy advice programme with Community Energy Pathways supported care leavers, the traveller community and other vulnerable groups to maintain a safe and warm home.

Partnership achievement

Our partnership reached 97 households from the traveller community through 14 drop-in sessions. We also reached 128 care leavers with energy information, with 26 attending online workshops for more in-depth advice. Together, we reached another 3,019 vulnerable households with energy advice and safeguarding through community events and workshops.

Learning and legacy

This programme was particularly insightful for us in understanding the time it takes to build trust with marginalised and underserved communities. While this meant we didn't achieve our programme targets for engaging traveller communities and care leavers, the programme did exceed targets for engagement with other vulnerable households in southern England.



SGN investment:
£344,649

NPV:
£600,860

SROI:
£1.53

April 2024 to
March 2026



South-west
London



Tier 2
initiative



Exceeded
outcomes



South West London Energy Advice Partnership (SWLEAP)

Partnership ambition

We partnered with CREW Energy on SWLEAP to address stark inequalities in south-west London by expanding a multichannel fuel poverty service. Together, we aimed to support over 4,000 residents with vital energy safeguarding through a telephone advice line, face-to-face appointments, home visits and community events, ensuring support is accessible and tailored.

Partnership achievement

Our partnership hosted 311 community events since launching in 2024, reaching 4,148 south-west London households, often from underserved communities, with energy safeguarding services. This year, we facilitated 1,010 home visits for the most vulnerable residents to discuss energy efficiency and address welfare concerns. We also issued 574 emergency fuel vouchers and distributed 800 CO alarms.

Learning and legacy

While home energy visits were the most challenging objective, they drove more innovative engagement methods: pre-visit messaging, localised backup contact lists and flexible scheduling. These are now embedded into the wider service delivery model, improving engagement across multiple programmes.

[Find out more](#)

SGN investment:
£457,118

NPV:
£893,262

SROI:
£2.00

July 2024 to
March 2026



East Ayrshire,
Glasgow, Paisley,
Perth & Kinross,
West Lothian



Tier 2
initiative



Variable
outcomes



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 support to stay safe and warm at home. Together with Energy Action Scotland (EAS), we built a collaboration of five grassroots organisations to provide accessible and inclusive energy advice to households in highly deprived fuel-poor areas.

Partnership achievement

Across five grassroots organisations, we've reached 2,922 households through one-to-one sessions and community events this year. This contributes to a total of 3,713 households since 2024. We've supported 1,456 households with income maximisation this year, achieving an approximate financial gain of £435,067.

Learning and legacy

Households are facing multiple, overlapping challenges, including language barriers, digital exclusion, metering inaccuracies, supplier disputes and acute affordability pressures. Our partners effectively responded with personalised, culturally sensitive and trauma-informed support. This programme has increased our understanding of the complex needs of diverse communities, and this insight is helping us shape future programmes.

[Find out more](#)

SGN investment:
£1,562,180

NPV:
£4,740,144

SROI:
£3.12

December 2024
to March 2026



SGN regions



Tier 1
initiative



Achieved
outcomes



Warm Home Prescription

Partnership ambition

The Warm Home Prescription service is embedded within the health sector to identify those most at risk of hospitalisation from living in a cold home. Energy advice and interventions keep households warm, well and out of hospital, alleviating pressure on the NHS. Together, we expanded the service to support 2,000 households across Scotland and southern England.

Partnership achievement

This year, we received Warm Home Prescription referrals from health service partners for 2,113 households who were struggling to maintain a safe and warm home. We've surpassed our programme target by supporting 1,981 households since 2024. As well as assessing households for energy efficiency measures, we also provided emergency funds to 1,811 vulnerable households in crisis.

Learning and legacy

By improving and streamlining referral pathways to accommodate an expanded network of community and healthcare partners, our programme exceeded its target by delivering immediate support to vulnerable households more quickly and easily. These enduring process improvements will continue to benefit vulnerable households and referral partners beyond our programme.

[Find out more](#)



SGN investment:
£399,962

NPV:
£943,042

SROI:
£2.42

October 2024
to March 2026



Scotland



Tier 2
initiative



Achieved
outcomes



[Find out more](#)

Expanded Fuel Crisis Support in Scotland

Partnership ambition

When young adult households start using prepayment meters, they often struggle to adjust to a new way of planning their energy use and finances. We joined together with Fuel Bank Foundation on a regional programme to provide crisis support and energy safeguarding services to 5,914 younger Scottish households.

Partnership achievement

We supported 6,216 younger Scottish households with emergency fuel vouchers through our programme, including 4,502 this year. We've provided all these households with additional advice and support from our Safe & Warm community partners to help lift them permanently out of energy crisis.

Learning and legacy

Fuel Bank Foundation established new referral pathways for other trusted and relevant organisations to support young Scottish households. For example, local councils, football academies and charities working within the most deprived communities. This means young people are supported beyond the immediate crisis, so they're no longer reliant on fuel vouchers.

SGN investment:
£900,000

NPV:
£1,882,278

SROI:
£2.11

October 2024 to
March 2026



Southern
England



Tier 2
initiative



Partial
outcomes



[Find out more](#)

Young People and Families in Fuel Crisis

Partnership ambition

Younger people aged 18 to 35 are most likely to be living in perpetual energy crisis. We 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. Through this 18-month programme, we supported younger households in crisis across southern England.

Partnership achievement

Since launching our programme, we've supported 10,874 young people with much-needed crisis funds in areas where need is greatest. This year, we helped 2,267 young people in crisis, including providing 428 lifesaving CO alarms. We've also referred households to our Safe & Warm community partners for follow-on support to break the dependency on fuel vouchers.

Learning and legacy

We've given young people the time and security to address the underlying issues pushing them into crisis by providing ten days' worth of energy support. In delivering longer-term interventions alongside same-day crisis support, we've helped break the perpetual cycle of crisis, with repeated visits dropping to just two per household this year.

SGN investment:
£18,954

NPV:
£282,308

SROI:
£14.89

January 2025
to March 2026



Shotts, North
Lanarkshire



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

Shotts Healthy Living

Partnership ambition

We partnered with community-based health initiative Getting Better Together to help 120 households in Shotts and the surrounding North Lanarkshire villages who are in food or fuel poverty. We targeted our support towards households who face barriers to accessing mainstream support due to location, lack of transport or limited digital access.

Partnership achievement

We've supported 927 Shotts households to maintain a safe and warm home this year by holding 278 CO safety conversations, issuing 124 CO alarms and supporting 122 households to sign up for the Priority Services Register. During our programme, we helped 1,091 households in Shotts and the surrounding villages who were in food or fuel poverty.

Learning and legacy

We upskilled 14 Getting Better Together colleagues on carbon monoxide safety and the benefits of the PSR. This training transcends our programme, leaving a legacy of skills and knowledge that will enable the charity's advisors to confidently support Shotts households to stay safe and warm at home.

SGN investment:
£418,956

NPV:
£679,313

SROI:
£1.65

April 2024 to
March 2026



Hampshire and
the Isle of Wight



Tier 2
initiative



Achieved
outcomes



[Find out more](#)

Home & Well Good Neighbours Network

Partnership ambition

The Good Neighbours Network unites volunteers across Hampshire to offer practical help, including transport to medical appointments, gardening and DIY. Like us, they're one of the few organisations entering the homes of the county's most vulnerable residents. We aimed to support 2,800 households through energy safeguarding and support services designed to tackle fuel poverty.

Partnership achievement

We trained 1,066 Good Neighbours Network volunteers on energy advice and safeguarding. The volunteers supported 3,902 vulnerable households during our partnership, assessing 2,435 residents for income-related benefits and providing debt support where required. This year, our programme helped 2,579 households and registered 1,834 residents for the PSR, reflecting adjusted targets in line with reduced organisational capacity.

Learning and legacy

Our programme considerably exceeded expectations in training volunteers on CO, fuel poverty and PSR awareness, over-delivering by 295%. This learning isn't limited to the life of our programme, as Hampshire residents will continue to benefit from the volunteers' knowledge and skills for years to come.



SGN investment:
£287,919

NPV:
£973,885

SROI:
£3.44

May 2024 to
March 2026

Fife

Tier 2
initiative

Exceeded
outcomes



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 households, including older people, people on low incomes and people with disabilities or long-term health issues. After initially aiming to engage 20,000 Fife households, we expanded our programme to reach another 51,840 residents.

Partnership achievement
Since expanding our programme in April 2024, we've educated 2,723 households 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 1,316 households, including registering 541 residents for the PSR and providing 398 benefits checks.

Learning and legacy
We adopted a holistic approach to supporting Fife households, which led to us exceeding our targets. Through community events, such as cooking classes, residents were supported to put energy advice and financial resilience into action. By bringing residents together, we've created a more resilient community and a legacy that stretches beyond our programme.

[Find out more](#)

SGN investment:
£176,077

NPV:
£2,793,363


SROI:
£16.01

April 2021 to
March 2026

Kent

Tier 2
initiative

Achieved
outcomes



Green Doctors Kent

Partnership ambition
Building on our previous two-year partnership in coastal Kent, we expanded our programme to support 3,200 fuel-poor households across the county to maintain a safe and warm home for less. As well as upskilling Groundwork energy advisors to provide CO safety advice, we connected low-income households to other energy safeguarding and financial resilience support.

Partnership achievement
The partnership exceeded expectations again this year, reaching 6,466 customers since 2021. Over the past year, we supported 1,112 households, including holding 695 CO awareness conversations and registering 314 households for the PSR. During our programme, the team trained 354 frontline workers in energy triage, helping to strengthen community referrals into the service.

Learning and legacy
As our only partner providing home energy visits in Kent, the Green Doctors team played a key role in supporting our Safe & Warm community partners by developing and maintaining effective referral pathways across the network. These pathways will remain in place beyond our programme, benefiting Kent residents for years to come.

[Find out more](#)



SGN investment:
£619,116

NPV:
£1,424,009

SROI:
£2.36

July 2024 to
March 2026



Southern
England



Tier 2
initiative



Achieved
outcomes



HEALTHY
HOMES
SOLUTIONS

The
Vulnerability
Initiative

VRS Healthy Homes Initiative

Partnership ambition

We partnered with Healthy Homes Solutions on an integrated data-driven approach to proactively identify and support more than 8,000 vulnerable households to access energy safeguarding services. Through the Vulnerability Registration Service (VRS), we provided households with easy access to services that can help alleviate fuel poverty and improve financial resilience.

Partnership achievement

We've supported 5,981 households with energy safeguarding services this year, adding to a total of 8,200 during our partnership. This includes registering 4,325 residents for the PSR, supporting 5,751 households to maximise their income through benefit and discount eligibility checks, and helping 5,208 residents to complete criteria checks for home improvement grants.

Learning and legacy

Our approach has strengthened the initiative's network of trusted partners, resulting in faster and more effective referral pathways. It has also established a scalable engagement model that will strengthen future delivery, supporting residents much earlier. The combination of proactive engagement, strong partnerships and data-led delivery provides a strong foundation for future programmes.

[Find out more](#)

SGN investment:
£980,000

NPV:
£10,156,921

SROI:
£10.63

October 2024
to March 2026



SGN regions



Tier 2
initiative



Achieved
outcomes



INCOMEMAX

Maximising Incomes to Keep Homes Warm

Partnership ambition

Together with IncomeMax, we offered households personalised income maximisation support alongside specialist energy advice. We focused on older people and disabled people affected by the removal of the Winter Fuel Payment. We also invested in an AI solution to support our Safe & Warm partnership network to help financially vulnerable households access unclaimed benefits.

Partnership achievement

Since launching in early 2025, IncomeMax supported 3,015 households referred by our operational teams with income maximisation and benefits checks, including 2,963 this year. We've identified an estimated total income of £3,134,936 for these households, including unclaimed benefits, with a confirmed income of £563,405.

Learning and legacy

Our partnership highlighted the importance of a flexible, multi-channel approach to reaching underserved households. Key learnings include meeting customers in trusted spaces and integrating digital tools like the Max AI chatbot to extend reach. The legacy is stronger referral pathways – including with our Safe & Warm partnership network – increased awareness, and more inclusive and accessible support services.

[Find out more](#)





SGN investment:
£152,081

NPV:
£3,519,139

SROI:
£23.57

January 2024
to March 2026



Kent



Tier 2
initiative



Exceeded
outcomes



Digital Kent

Partnership ambition

The Digital Kent initiative was designed to improve digital inclusion and ensure vulnerable residents have the skills, technology and confidence to access online services. We partnered with Kent County Council to add energy advice services to this scheme, with the aim of helping at least 7,500 vulnerable Kent households.

Partnership achievement

We've supported 10,659 households through the Digital Kent service, exceeding the original target by 42%. All households received energy advice with the team helping 5,169 households with benefits and income maximisation support this year, supporting 4,581 households to join the PSR and providing personalised energy efficiency advice to 452 residents.

Learning and legacy

We exceeded targets through stronger collaboration, expanded partnerships and increased CO alarm distribution. With a national decline in volunteers, we faced challenges in recruiting Digital Champions. To combat this, we implemented new approaches to recruit volunteers with colleges, councils and community partners.

[Find out more](#)

SGN investment:
£1,201,227

NPV:
£10,182,129

SROI:
£8.63

September 2023
to March 2026



Southern
England



Tier 2
initiative



Variable
outcomes



National
Energy
Foundation

Better Housing Better Health

Partnership ambition

We began working with the National Energy Foundation in 2023 to deliver a warmth and wellbeing support service in areas of high deprivation across southern England. We extended our Better Housing Better Health service to 2026 to facilitate access to health, income and housing support services, and extend our reach into south London, Kent and Sussex.

Partnership achievement

We've shared information on safe ways to save money and energy with 12,431 households in areas of high deprivation through our partnership, referred by direct marketing and outreach activity. This year, we've directly supported 136 households with home energy visits, issued 1,256 emergency fuel vouchers and provided 840 potentially lifesaving CO alarms.

Learning and legacy

Following early delivery challenges, we worked together to rescope the project. We refined referral pathways, focused on the highest-need residents and adjusted targets to better align with demand and capacity. We end the programme with the service embedded across the region, enabling thousands of households to access free energy advice.

[Find out more](#)

SGN investment:
£204,396

NPV:
£424,907

SROI:
£2.08

April 2024 to
March 2026



Lambeth



Tier 1
initiative



Achieved
outcomes



Warm and Well Networks in Lambeth

Partnership ambition

In Lambeth, 31% of residents live in high-deprivation areas, and 63% of residents identify as non-White British. With trust such a critical factor in delivering effective support to households facing intersectional exclusions, we joined with Repowering London to deliver energy advice and safeguarding services to fuel poor households across Lambeth.

Partnership achievement

The Repowering London team supported 9,529 households with income maximisation, energy advice and CO awareness sessions, including 7,480 this year. We've provided 254 CO alarms and registered 144 households on the PSR. As part of our programme, we trained 215 frontline workers with the skills to identify and support households in energy crisis.

Learning and legacy

We leveraged Repowering London's extensive community networks to effectively reach thousands of residents with energy efficiency advice, embedding our service within trusted community organisations. Building trust among communities who wouldn't typically engage with traditional advice services took time, reflected in the leap in performance this year once trust was established.

[Find out more](#)

SGN investment:
£279,834

NPV:
£295,442

SROI:
£1.08

September 2024
to March 2026



Dorset



Tier 1
initiative



Exceeded
outcomes



Ridgewater
Energy

Help for Warmth Dorset

Partnership ambition

We partnered with Ridgewater Energy to strengthen and expand their existing Help for Warmth service. Our streamlined referral pathway enabled third-sector organisations and local authorities to direct households to a one-stop service for energy saving advice, guidance on energy efficiency improvements and support to access funding for home upgrade measures.

Partnership achievement

We've exceeded targets by supporting 2,154 Dorset households with home visits to improve energy efficiency this year, adding to a programme total of 2,954. We've distributed 487 warm packs, 341 heated blankets and 371 CO alarms to households most in need. We also reached another 1,500 residents across 186 community energy advice events this year.

Learning and legacy

Our programme set a new benchmark for energy advice home visits in Dorset by providing agile, seasonal and client-specific guidance that enhanced outcomes and delivered strong value for money. This was reflected in rising word-of-mouth referrals, with households preferring our home visits for holistic support over other organisations.

[Find out more](#)



SGN investment:
£264,600

NPV:
£308,698

SROI:
£1.19

January 2024
to March 2026



Dundee



Tier 2
initiative



Exceeded
outcomes



Dundee Heat

Partnership ambition

Dundee has some of the highest rates of fuel poverty in Scotland, with 29% of households affected. Together with Dundee City Council and social enterprise Scarf, we co-created a holistic support advocacy service to give 4,000 fuel-poor households in Dundee free access to expert energy advice.

Partnership achievement

We've supported 1,609 Dundee households with one-to-one energy advice this year, contributing towards a total of 3,422 residents during our programme. We provided 528 emergency fuel vouchers and helped 418 residents join the PSR. In helping 578 households manage their energy debt and access unclaimed benefits this year, we've achieved a financial gain of £142,491 for those households.

Learning and legacy

Our Dundee Heat programme proved to be so effective in reaching vulnerable communities that we replicated this project in Aberdeen. Community outreach was key to this, with home energy advisors regularly attending community events at trusted venues, including housing associations and food banks. These events helped build familiarity, trust and long-term relationships with residents and partner organisations.

[Find out more](#)

SGN investment:
£83,234

NPV:
£135,348

SROI:
£1.62

April 2024 to
March 2026



Aberdeen



Tier 2
initiative



Exceeded
outcomes



Aberdeen Heat

Partnership ambition

Despite its perception as an affluent oil capital, Aberdeen is the 13th most deprived local authority area in Scotland and has the third highest unemployment rate. Following the success of our Dundee Heat project, we partnered with social enterprise Scarf to link 700 fuel-poor households in Aberdeen with Safe and Warm energy experts.

Partnership achievement

Our partnership drastically exceeded expectations by supporting 1,837 Aberdeen households, including 824 this year. We provided in-depth support through 453 home visits this year, helped 91 join the PSR and provided 217 CO alarms. By connecting residents in crisis to charitable funds and grants, we secured financial gains of £105,247, significantly surpassing our £8,000 target.

Learning and legacy

Our Aberdeen Heat programme has been integral to our Safe & Warm partnership network, improving referral pathways, supporting shared learning and creating connections that enable organisations to broaden their support for vulnerable households outside of our VCMA programmes. The preventive approach that's been embedded in our programme now underpins Scarf's wider service model.

[Find out more](#)

SGN investment:
£777,263

NPV:
£1,525,546

SROI:
£2.05

February 2023
to March 2026



South London



Tier 2
initiative



Exceeded
outcomes



South London Together

Partnership ambition

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

Partnership achievement

We've supported 12,967 households with energy safeguarding services, 66% over target. This year alone, we delivered 2,773 CO awareness sessions and helped 644 households join the PSR. The team also completed 1,151 Heat Doctor appointments, providing essential heating system maintenance and simple repairs such as bleeding radiators, repressurising boilers and adjusting the flow control.

Learning and legacy

Our Heat Doctor service offers free, trusted and hands-on support for vulnerable households that builds their confidence, improves energy efficiency and resolves issues quickly. This service was so successful that SELCE and Thinking Works have been able to leverage funding elsewhere to continue delivering the programme once our support ends.

[Find out more](#)

SGN investment:
£71,505

NPV:
£1,263,141

SROI:
£17.66

December 2024
to March 2026



South
Lanarkshire



Tier 2
initiative



Exceeded
outcomes



Energy Support

Partnership ambition

South Lanarkshire Council has seen a significant increase in demand for its advice services since the pandemic, particularly energy and benefits advice. We partnered with South Lanarkshire Council to increase the capacity of its free Money Matters Advice Service to help 3,000 vulnerable households use energy safely, efficiently and affordably.

Partnership achievement

This year, we've supported 6,570 vulnerable South Lanarkshire households with one-to-one energy advice and financial support, adding to a total of 8,694 during our programme. As well as providing one-to-one support, we've distributed energy safeguarding information and efficiency advice to approximately 4,378 households through the council's online portal this year.

Learning and legacy

Having embedded a stronger, more preventative energy advice model within South Lanarkshire Council's core service, our partnership leaves a long-term legacy. The organisation has evolved from crisis response through upskilling frontline workers and improving PSR registrations, ensuring vulnerable households are better protected, better informed and more resilient in the years ahead.

[Find out more](#)



SGN investment:

£262,136

NPV:

£391,566

SROI:

£1.28

October 2024
to March 2026

Scotland

Tier 2
initiativeVariable
outcomes

Game Energy

Partnership ambition

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

Partnership achievement

We've established community hubs at 13 football clubs, offering free hot food and drinks along with a range of weekly activities. We've trained 50 staff and volunteers to provide energy advice and supported 1,606 households through the hubs. Our warm spaces approach achieved tremendous success, reaching more than ten times our original target of 150 households.

Learning and legacy

The legacy of our programme lies in embedding trusted, community-based support within football clubs across Scotland. These hubs represent a sustainable transformation in how people access support locally, without stigma. We've created a visible and readily available infrastructure of support that communities can access through familiar venues, now and in the future.

 Find out more


SGN investment:

£117,257

NPV:

£358,121

SROI:

£3.13

September 2024
to March 2026Scottish
BordersTier 2
initiativeExceeded
outcomes

Sustainable Borders

Partnership ambition

Fuel poverty is often higher in rural areas, and Scottish Borders neighbourhoods are among some of the most deprived in the country. We joined with Selkirk Regeneration to strengthen the capacity of its existing energy advice service to support 1,520 Scottish Borders residents to stay safe and warm at home.

Partnership achievement

Selkirk Regeneration is the only local organisation to offer home energy visits in the Scottish Borders. The team carried out 624 home visits during our partnership and supported 3,500 households – 130% over target. This year, advisors delivered 462 home visits. We've also reached households at its Community Energy Advice Centre and through 255 community events.

Learning and legacy

Our programme has been a highly positive and transformative experience for Sustainable Borders, strengthening how it understands and embeds sustainability in community-based energy support. It successfully shifted the focus from short-term advice to long-term behavioural change, preventative support and building community capacity, resulting in strong partnerships with local organisations.

 Find out more



SGN investment:
£1,804,494

NPV:
£9,103,521

SROI:
£4.57

November 2023
to March 2026



Surrey



Tier 2
initiative



Exceeded
outcomes



Warm Welcome

Partnership ambition

We co-founded the Warm Welcome partnership with Surrey County Council in 2022 to reach vulnerable households needing support to stay warm over winter. We created a network of warm spaces across the county, each offering a place to go for a hot drink, social interaction and support with energy needs.

Partnership achievement

We significantly exceeded our ambition by supporting more than 73,716 households at 87 hubs this year, including 44 libraries and 43 community spaces. The venues supported 3,272 people with energy advice sessions. We provided 7,984 winter essential packs containing thermal socks, flasks and wheat bags. Overall, we've reached 249,980 Surrey households since 2022.

Learning and legacy

What began as an ambition to provide 4,000 customers with accessible energy advice at warm spaces matured into a network of over 80 venues and 12 partner-led projects. Our shared referral pathways and collaborative support model are now being considered as a template for the council's Crisis and Resilience Fund, demonstrating our programme's influence beyond its initial scope.

[Find out more](#)

SGN investment:
£120,428

NPV:
£1,502,788

SROI:
£12.48

December 2025
to March 2026



Scotland and
Southern England



Tier 1
initiative



Achieved
outcomes



Warm Welcome Spaces

Partnership ambition

Since the pandemic, more people have relied on warm spaces such as libraries, churches and community centres to keep warm over winter. Our pilot programme with Warm Welcome extended energy safeguarding support into existing Warm Welcome Spaces. We co-designed training to help Spaces workers and volunteers identify, triage and support households in energy crisis.

Partnership achievement

In just three months, we onboarded 15 grassroots organisations with energy safeguarding workshops and resources to support vulnerable households. These organisations supported 1,010 households across 10 Warm Welcome Spaces with winter resilience and energy safeguarding, and connected households to our Safe & Warm partnership network for specialist support.

Learning and legacy

Our successful pilot demonstrated the enduring value of trusted community hubs in reaching overlooked residents through informal, non-stigmatising support. It strengthened local capability, volunteer confidence and partnership networks, increased awareness of energy safeguarding, and embedded lasting skills and relationships that will benefit communities beyond the life of the project.

[Find out more](#)



SGN investment:
£158,960

NPV:
£257,797

SROI:
£1.69

October 2023
to March 2026



Scotland



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

Warmworks Aftercare Service

Partnership ambition

Warmworks supports households struggling to heat their homes by improving the fabric and heating systems. Through our partnership, we committed to supporting 6,000 fuel-poor homes with energy advice services that empowered households to use energy safely, efficiently and affordably.

Partnership achievement

Having supported 12,752 households since 2023, our partnership has far exceeded our programme targets. This year alone, Warmworks has reached 4,779 households – more than double what was planned. As well as providing energy advice, the team distributed 4,779 CO alarms, held 4,335 CO awareness conversations and helped 3,669 people join the PSR this year.

Learning and legacy

Warmworks' Aftercare Service exceeded initial expectations in terms of how many households it supported by establishing a proactive and collaborative wraparound model that provides energy safeguarding, carbon monoxide awareness, tariff guidance and financial support, and referrals to wellbeing, crisis and home safety support organisations.

SGN investment:
£297,543

NPV:
£522,798

SROI:
£1.79

April 2024 to
March 2026



Falkirk



Tier 2
initiative



Exceeded
outcomes



[Find out more](#)

Supporting Communities Across Falkirk

Partnership ambition

We're extending our gas network to five Falkirk villages to connect fuel-poor households to affordable heat. We partnered with the Wise Group to provide energy safeguarding and energy-related services to 2,600 Falkirk households, including supporting households transitioning to mains gas to navigate funding options for new heating systems.

Partnership achievement

This year, we supported 3,217 households with energy-related advice and services, adding to a total of 4,258 during our partnership. This included providing one-on-one case worker support to 213 Falkirk residents. The Wise Group reached 3,293 households with energy safeguarding and efficiency advice by holding 120 drop-in sessions across the region.

Learning and legacy

The Wise Group continually adapted the delivery approach to better engage the community with energy advice and meet their needs more effectively. For example, introducing fuel vouchers, heated items and sharper messaging. As a result, we exceeded targets for drop-in sessions and one-to-one support, leaving a positive legacy for Falkirk residents.

SGN investment:
£744,940

NPV:
£1,430,890

SROI:
£1.95

March 2023 to
March 2026



SGN regions



Tier 2
initiative



Achieved
outcomes



[Find out more](#)

Holistic Energy Advisory Service

Partnership ambition

YES Energy Solutions delivered a trusted telephone-based energy advice service for our customers. By promoting the service in areas of higher deprivation, targeting vulnerable customer groups and embedding it across all our customer touchpoints, we reached households actively seeking energy advice, as well as those who weren't looking for advice but could benefit from it.

Partnership achievement

Our service supported 5,503 households 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 information with 3,429 households and provided 992 households with energy efficiency advice. We improved energy use in 1,523 households through implementing energy efficiency measures, funded outside our partnership.

Learning and legacy

By evolving traditional mail marketing into multi-channel engagement, YES reached customers more effectively and maintained a strong support pipeline. Recognising many customers rent or live in social housing, we repurposed funding from CO alarms and crisis vouchers to direct engagement, enabling increased, targeted support where need was greatest.





SGN investment:
£208,688

Joint GDN investment:
£275,838

NPV:
£2,479,299

SROI:
£8.99

August 2025 to
March 2026



SGN Southern
and Cadent



Tier 2 Support



Exceeded
outcomes



Safer Homes

Partnership ambition

Many Black African and Caribbean households lack information about the dangers of carbon monoxide. These communities are also less aware of financial support to help alleviate fuel poverty. We joined Cadent and the Caribbean & African Health Network (CAHN) on an energy safeguarding programme, providing culturally tailored energy efficiency, CO safety and income advice.

Partnership achievement

We supported 39,830 Black Caribbean and African communities through culturally sensitive energy and financial advice, including 2,813 in our Southern network area. By providing 2,000 CO alarms and supporting 1,319 households to join the PSR nationally, we've strengthened community resilience.

Learning and legacy

Our programme exceeded expectations in reach and engagement, despite initially taking time to build trust and address digital barriers. We adapted by maintaining the hub as a weekly access point and strengthening referral pathways. This more responsive and sustainable approach is now embedded in how the organisation supports vulnerable households across other programmes.

[Find out more](#)

SGN investment:
£1,647,610

Joint GDN investment:
£4,528,173

NPV:
£25,034,613

SROI:
£5.53

January 2022
to March 2026



England and
Wales joint GDN



Tier 2
Initiative



Exceeded
outcomes



[Find out more](#)

Energy Safeguarding and CO Safety Partnership

Partnership ambition

We proudly led a joint GDN programme to expand Citizens Advice's Energy Advice Programme and help more low-income households across England and Wales at a time of exceptionally high demand. Our partnership addressed a knowledge and skills gap within the organisation to enable its energy advisors to raise awareness of the dangers of carbon monoxide.

Partnership achievement

We reached 8,420 clients nationally this year with CO safety advice, with 2,732 households receiving the full Energy Advice Programme support for 43,000 issues. During our four-year programme, we've supported 15,488 households in our Southern region, reaching 4,983 households with in-depth energy advice and resulting in an income gain of £7,404,896.

Learning and legacy

Our programme supported 45,920 households nationally with 195,000 issues, reflecting the breadth of support we've provided to help households maintain a safe and warm home. We'll continue reducing carbon monoxide harm within communities long after our partnership ends, as CO training is fully embedded into Citizens Advice's own training.





SGN investment:
£420,711

Joint GDN investment:
£1,650,000

NPV:
£2,813,306

SROI:
£2.88

January 2022 to
March 2026

National
joint GDN

Tier 2
initiative

Achieved
outcomes



Fuel Crisis Support

Partnership ambition

The cost-of-living crisis disproportionately impacted households on pre-payment meters, who were often forced to ration energy or go without when the credit ran out. Working with Fuel Bank Foundation, we aimed to support households in energy crisis with emergency fuel vouchers. We also worked to increase long-term financial resilience to avoid dependency on emergency funds.

Partnership achievement

By coming together as gas networks, we increased the charity's capacity to support people in fuel crisis through both existing centres and new centres in areas of greatest need. We issued 5,422 crisis vouchers alongside advice this year, adding to a total of 22,736 since 2022. Within our two regions, we helped 2,562 households in crisis this year.

Learning and legacy

Our programme identified younger people were most likely to experience perpetual fuel crisis. As the age group most likely to have children at home, their outgoings often far exceeded income. Many were new to prepayment meters and struggling to manage energy use. This insight led to two regional Fuel Bank Foundation programmes targeted at this group.

[Find out more](#)

SGN investment:
£202,890

Joint GDN investment:
£743,932

NPV:
£3,420,245

SROI:
£4.73

April 2024 to
March 2026

National
joint GDN

Tier 3
initiative

Achieved
outcomes



Money Management Tool

Partnership ambition

We 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 aimed to increase the annual household income of those accessing the tool by a combined £432 million each year.

Partnership achievement

During our programme, 106,718 households nationwide accessed the Money Management Tool, unlocking a total income of £247,900,829. In our network areas this year, 15,388 households used the tool to manage their finances, receiving vital PSR and CO safety information at the same time. We identified 5,945 households as eligible for £45,244,342 in unclaimed benefits.

Learning and legacy

In integrating energy safeguarding advice into the Money Management Tool, we've created a legacy that will last beyond our programme. Thousands more households nationwide will be able to access this crucial information after our programme ends, enabling even more households to use energy safely, efficiently and affordably than those we've reached so far.

[Find out more](#)



SGN investment:
£ 3,299,856

Joint GDN investment:
£12,198,660

NPV:
£32,849,183

SROI:
£2.66

April 2024 to
March 2026

National
joint GDN

Tier 2
initiative

Exceeded
outcomes



Warm Homes, Healthy Futures

Partnership ambition

We joined with the other gas networks, NEA and Energy Action Scotland, to reduce the health impacts of fuel poverty. Warm Homes, Healthy Futures connects health professionals and public health bodies to energy advice and specialist support services. We aimed to help 30,400 people live in safe and warm homes, ultimately improving their health and wellbeing.

Partnership achievement

Our programme reached more than 48,000 people over 18 months, substantially exceeding our ambition. Nearly 24,000 households received in-depth caseworker support, which helped secure £11.3m in financial gain. Within our network areas, we provided energy efficiency and debt advice to 6,939 households this year and engaged 2,515 households in CO conversations. Independent evaluation indicated our programme generated £20.90 in social value for every £1 invested.

Learning and legacy

We've trained more than 3,800 frontline health and social care workers nationally on the impacts of living in a cold and unhealthy home and the pathways for support. Within our SGN regions, we've engaged 962 frontline workers, cementing a legacy which will remain long after our programme ends.

[Find out more](#)

SGN investment:
£251,775

Joint GDN investment:
£310,232

NPV:
£1,248,870

SROI:
£4.14

April 2025 to
March 2026

SGN and
NGN regions

Tier 1
initiative

Achieved
outcomes



Warm and Safe Homes (WASH)

Partnership ambition

We supported households living in fuel poverty to improve energy efficiency behaviours, access funding to improve property efficiency and increase income. Building on our previous regional programme, we joined with Northern Gas Networks to expand the capacity of the Warm and Safe Homes energy advice service through telephone support and community events.

Partnership achievement

We provided support for 1,594 households struggling with energy costs and energy debt nationally through our dedicated advice line and community events, including 563 households in Scotland and 686 in southern England. We also supported 107 households with emergency fuel vouchers to meet the immediate needs of households in energy crisis.

Learning and legacy

Our programme demonstrated that trusted, person-centred energy advice delivers lasting impact beyond finances. Building relationships, advocacy and clear guidance reduced stress, improved confidence and safeguarded health. We've increased households' resilience by ensuring they feel informed, supported and able to manage their energy use – even through crisis or significant change.

[Find out more](#)



SGN investment:
£50,000

Joint GDN investment:
£205,000

NPV:
£5,885,526


SROI:
£29.86

February 2025
to March 2026

SGN and
Cadent regions

Tier 1
initiative

Exceeded
outcomes



Unlocking Unclaimed Benefits

Partnership ambition
Maximising income is key to lifting households out of fuel poverty. But for many households, accessing benefits and claiming their entitlement is a real challenge. Working with Cadent, we partnered with IE Hub and Make Life Better to help financially vulnerable households across southern England and the Midlands access the money they're missing.

Partnership achievement
We provided 691 households with financial and wellbeing support during our programme, resulting in an income gain of £461,144 for these families. Within our network area, the team helped 175 households to access their unclaimed benefits, resulting in a combined annual income increase of £155,333.

Learning and legacy
Following an online assessment through IE Hub – plus referrals from YES Energy and customers directly – Make Life Better provides in-depth support to help households apply for benefits and grants. The programme also leaves a non-financial legacy by supporting households in other areas, including Blue Badge applications, PSR registrations and energy advice.

[Find out more](#)

SGN investment:
£102,058

Joint GDN investment:
£337,000

NPV:
£5,645,027


SROI:
£15.38

March 2022 to
August 2025

National
joint GDN

Tier 2
initiative

Achieved
outcomes



Financial Education and Energy Saving in Schools

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

Partnership achievement
Our schools programme has reached 8,643 children nationwide with energy safeguarding and financial education since 2022. In our network areas alone this year, we've delivered 23 programmes for 669 primary school children in communities where data shows child poverty is the highest.

Learning and legacy
While our programme directly engages school children, its reach and legacy span well beyond the classroom. Children share their learning at home, becoming ambassadors. Not only have we strengthened children's future financial and energy resilience, but we've also supported their families and communities to reduce the risk of fuel poverty.

[Find out more](#)

SGN investment:
£451,600

Joint GDN investment:
£1,392,800

NPV:
£84,371,746


SROI:
£19.81

January 2025
to March 2026

SGN, Cadent and
WWU regions

Tier 3
initiative

Achieved
outcomes



Cost-of-Living Project

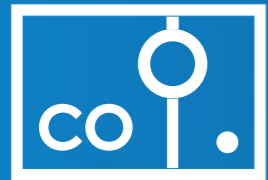
Partnership ambition
The cost-of-living crisis increased demand for the YMCA's advice and support services. To help meet this need, we partnered with YMCA, Cadent and Wales & West Utilities to give vulnerable young people a single, reliable point of contact for independent, tailored support to help them maintain a safe, warm home for less.

Partnership achievement
We've upskilled 280 YMCA colleagues and volunteers with energy safeguarding skills and knowledge to help households struggling with the cost-of-living crisis. We supported 317,413 vulnerable young adults nationally to maintain a safe and warm home. Within our network area, we reached 130,217 households this year.

Learning and legacy
By embedding vital energy support within trusted YMCA services, such as eSports groups and parent and toddler groups, we reached more people than expected. This demonstrates the importance of responsive, community-led support. In upskilling YMCA teams with energy safeguarding skills, households will continue to benefit long after our programme ends.

[Find out more](#)





Reducing carbon monoxide harm

Using data to increase awareness and reduce carbon monoxide harm among those most at risk



284,986

households supported since 2021



£2.32m

invested in programmes and services



£8.5m

achieved in social value



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

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 safety solutions to vulnerable households who are unlikely to seek help on their own and;
- Delivering education programmes that help people understand the risks of CO and how to protect themselves and others.

What we learned and achieved in RIIO-GD2

Training frontline workers on carbon monoxide safety is key to reducing CO harm in our communities.

By upskilling frontline workers who visit vulnerable households at home and in the community, we're effectively raising awareness of CO safety through these trusted partners.

We're constantly evolving how we engage and protect households from CO harm. We've made our CO support more accessible and inclusive, including

providing accessible alarms and creating multilingual resources.

By chairing the GDN Carbon Monoxide Working Group and participating in the All-Party Parliamentary Carbon Monoxide Group (APPCOG), we're steering the national approach to reducing CO harm.

Our legacy into RIIO-GD3

Most of our activity to prevent CO harm is now fully embedded in our day-to-day activity. It's within this strategic area that we'll see the biggest evolution in our approach as we move into the new price control.

CO awareness campaigns, frontline worker training and the provision of CO alarms will all become part of our day-to-day work in RIIO-GD3.

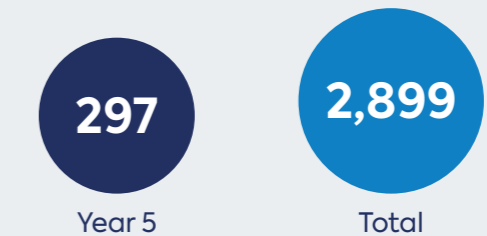
Our focus within the VCMA over the coming five years will be innovation, as we look to create programmes that go beyond our business-as-usual role to reduce the risk of carbon monoxide harm.

CO activities across our regions

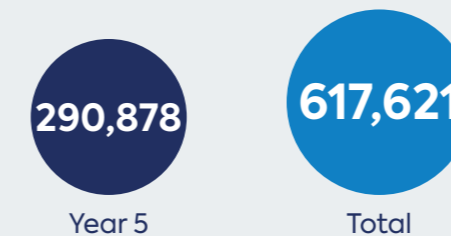
CO awareness reach



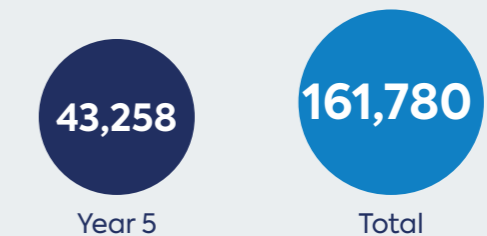
CO frontline worker training



CO awareness conversation



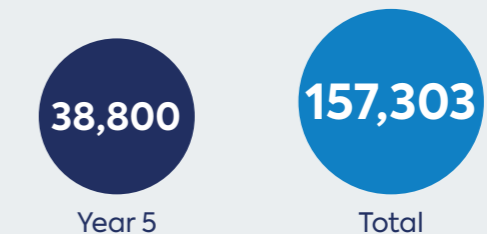
CO alarms distributed



CO awareness surveys



Young people reached



Increasing CO awareness

Hearing from a bereaved father inspired us to develop a new way of educating households on carbon monoxide safety.

“A lot of people just don’t know what to do when their CO alarm goes off.”

This is what we heard from Jerry, a bereaved father, at the **APPCOG Voicing Victims parliamentary event** in December 2024.

During the meeting, **our Social Impact Programme Lead Dan Edwards** came up with the idea of creating a simple graphic to place near CO alarms or appliances.

“By using pictures to explain what to do if your CO alarm goes off, people don’t need to rely on written instructions. It makes it easier to understand and there’s no language barriers.

“We trialled both a sticker and a magnet through our partners **Dorset and Wiltshire FRS, West Sussex FRS** and **Citizens Advice Scotland**. The magnets proved more popular, as they’re easier to position and can be moved more easily.

“Our long-term vision is for the magnets to be supplied in the box with new CO alarms, so everyone has access to easy-to-digest instructions when they buy their alarm.

“In the meantime, we were thrilled they were highlighted at the **2025 CO Research Trust Conference** as being a simple, well-thought-out and effective way to reduce the risk of CO poisoning.”

Our impact

We’re uniting and leading the industry in protecting households from CO harm through chairing national working groups such as the GDN Carbon Monoxide Working Group and advising others, including the National Fire Chiefs Council.

“

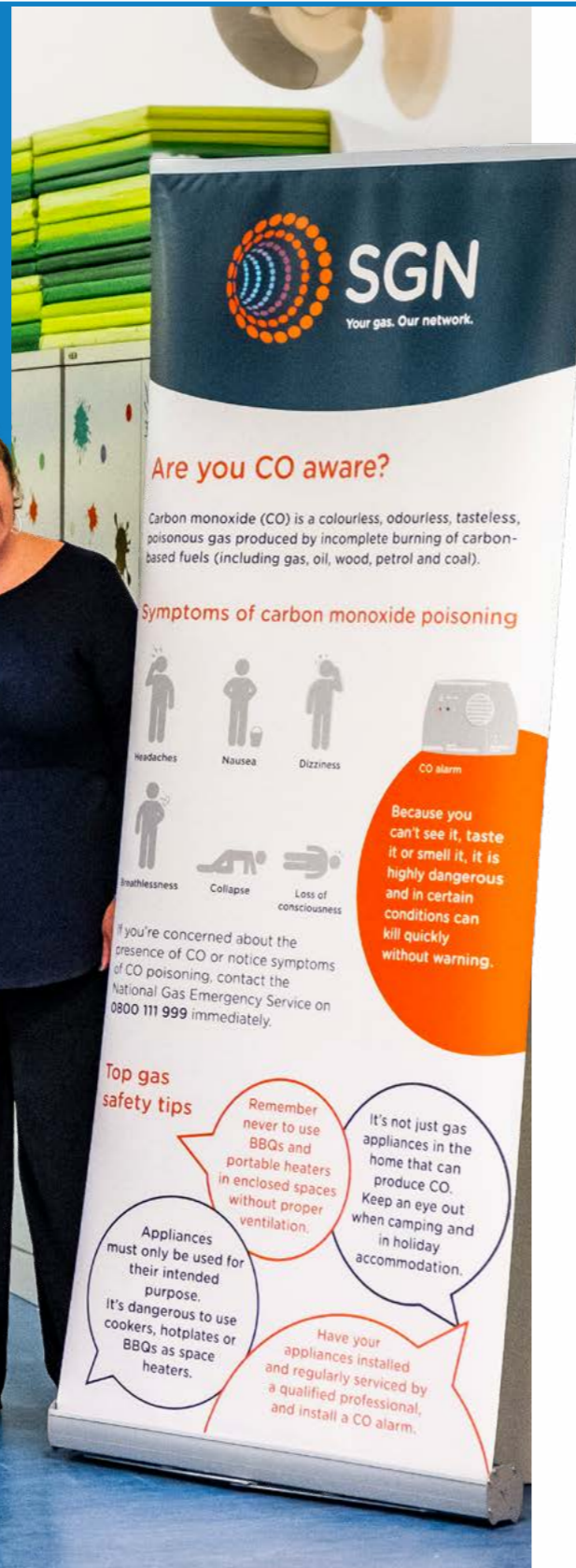
A lot of people just don’t quote what to do when their CO alarm goes off.”



“

After the Think CO training, I felt much more confident to explain to the household how dangerous their situation was and the immediate action they needed to take.”

Reablement Assessment Officer at a county council



Training frontline workers on CO safety

By educating thousands of frontline workers, we're protecting communities from the dangers of carbon monoxide.

Thousands of frontline workers and volunteers are supporting vulnerable households nationwide through our Safe & Warm partnership network.

We came together with Programme Director Hilary Bath at **Gas Safe Charity** to offer free carbon monoxide training to our partners.

“Our interactive online and face-to-face Think CO programme is designed to help frontline workers who visit the homes of vulnerable people become more CO aware.

“Through the Safe & Warm partnership network, we've connected with a breadth of organisations to tailor our core Think CO programme to the communities they serve.

“For example, we've helped **Citizens Advice England and Wales** to create and embed their own CO training resources, which are accessible to all 30,000 of the organisation's employees and volunteers.

“We've also developed a completely tailored Think CO e-Learning package for **The Scouts**. Through Scouting-related scenarios and activities, we've created relatable CO safety information to empower leaders and adult volunteers to educate young people on protecting themselves from CO harm.”

Our impact

Together with Gas Safe Charity, we've trained 2,899 frontline workers within our Safe & Warm partnership network on carbon monoxide safety.

By empowering frontline workers to confidently recognise CO risk and provide lifesaving safety advice, we've created a legacy of carbon monoxide awareness that will continue to keep our communities safe long into the future.



Empowering young people

Building financial literacy alongside CO awareness equipped Bobbi with essential money management and home safety skills.

Bobbi felt she missed out on financial education at school. As a young mum to a two-year-old boy, she struggled to budget and found herself relying heavily on 'Buy Now, Pay Later' services.

Our Money House programme with **Money First** equips care leavers and at-risk young people with the financial and home safety knowledge to live independently for the first time.

Building a foundation of financial confidence and literacy helps young people avoid long-term systemic debt and poverty.

"I used to really rely on Klarna. Like every week almost. I think I'll have this much and then the next minute I'll be like 'oh, I have to pay this off and then I'll have barely any money left.'

"Since completing the Money Ready programme, I

shop around for deals and I save more. I only use Klarna for emergencies now.

"I know about utility providers and how they operate. I was able to change my supplier for a better price because of the course.

"It's not just about saving money. I learnt about **carbon monoxide safety** too and why I need to have a CO alarm at home."



Our impact

Bobbi is one of 157,303 young people we've reached with carbon monoxide safety information through our range of VCMA programmes during RIIO-GD2.

“

The programme made a huge difference to Bobbi's understanding of money and how to budget, as well as managing her energy use safely and affordably.”

MoneyReady trainer




[Find out more](#)

SGN investment:
£1,071,940
NPV:
£5,759,894

SROI:
£6.06

September 2021
to March 2026



SGN regions



Tier 3
initiative



Exceeded
outcomes



CO Community Safety Projects

Partnership ambition

We partnered with all 13 mainland Scottish fire and rescue services and eight out of nine in our Southern footprint to include CO awareness in their home safety programmes, often known as Safe and Well visits. We also include other regional community partners within this initiative, such as charities and home improvement agencies.

Partnership achievement

We provided 22,737 CO alarms to fire and rescue services and community organisations in Scotland and southern England this year. We also supplied 1,774 accessible CO alarms for people with sight or hearing impairments, as our partners often have little or no provision for accessible alarms.

Learning and legacy

Installing potentially lifesaving CO alarms is one of the most powerful programme legacies. Since 2021, we've provided 161,780 alarms across our regions, including 5,901 accessible alarms. We've upskilled 2,899 frontline community workers with CO knowledge that will last beyond our programme, and embedded CO safety information within Safe and Well visits.

[Find out more](#)

SGN investment:
£421,948

Joint GDN investment:
£696,213

NPV:
£1,565,794

SROI:
£2.25

January 2022
to March 2026



SGN, NGN and
WWU regions



Tier 2
initiative



Achieved
outcomes



Carbon Monoxide Schools' Education

Partnership ambition

We led a joint GDN initiative to provide school-based educational programmes for young people aged 5 to 16. Through in-depth classroom sessions and school assemblies delivered by creative learning specialists Bonanza Creative, we educated young people on how to keep themselves and their families safe from carbon monoxide harm.

Partnership achievement

Our Safety Seymour and CO Crew programmes reached 12,853 Key Stages 1 and 2 children across our network areas this year. Our redesigned 221 Baker Street programme for Key Stage 3 exceeded targets through 11 true crime-inspired workshops for 330 students. Over five academic years, we educated 72,306 students on CO safety.

Learning and legacy

All teachers who completed our post-session questionnaire requested repeat sessions, reflecting the value schools see in our tailored and inclusive programmes. These mature relationships have also enabled us to test new resources and delivery models to increase student engagement, as we've seen with our Key Stage 3 programme success this year.





SGN investment:
£20,000

Joint GDN investment:
£80,000

NPV:
£275,432

SROI:
£3.51

October 2023
to April 2026



National
joint GDN



Tier 2
initiative



Partial
outcomes



Raising CO Awareness Using Augmented Reality

[Find out more](#)

Partnership ambition

As Britain's four gas networks, we joined together on a collaborative CO awareness-raising campaign targeted at university students. Working with technical consultancy Egnida, we aimed to reach at least 20,000 students through an innovative augmented reality safety activity using bespoke coasters at four campus coffee shops nationwide.

Partnership achievement

Engagement with safety campaigns is often low among university-age students. With this programme, we had 2,195 students engage with the activity across the four universities, reaching an estimated 11,036 people through shared learning. Despite testing new promotional techniques, such as posters and in-person marketing, the campaign did not achieve the impact we hoped.

Learning and legacy

The pre- and post-activity CO awareness survey was completed by 1,094 students, the most commonly missed question: "What number do you call if you suspect CO in your home?". This has shown that more awareness-raising of the national gas emergency number is needed for university students.

SGN investment:
£337,919

Joint GDN investment:
£1,323,171

NPV:
£184,936,111

SROI:
£140

April 2023 to
March 2026



National
joint GDN



Tier 3
initiative



Exceeded
outcomes



GAIN

Collaborative GDN Winter and Summer Awareness Campaigns

[Find out more](#)

Partnership ambition

Together with the other gas networks and GAIN, we've delivered inclusive seasonal campaigns to raise awareness of CO, the national gas emergency service number and the PSR. Running each summer and winter since 2023, our campaigns aimed to keep people safe at home and while travelling.

Partnership achievement

Our campaigns spanned direct marketing, outdoor and transport advertising, radio and social media. Our summer campaign resulted in an engaged reach of 1,851,492 households within SGN regions around CO safety messages linked to BBQs, camping and holidays. Our winter campaign achieved an engaged reach of 1,674,804 households with in-home CO safety risk and PSR information.

Learning and legacy

Our campaigns reached 105,117,049 households nationally over the past three years, equalling an engaged reach of 29,018,544 once our standardised effectiveness rates have been applied. We used data to target our activity to reach particularly vulnerable groups. For example, we commissioned Deaf content creators to create BSL social media posts.



SGN investment:
£11,593

Joint GDN investment:
£42,825

NPV:
£21,437

SROI:
£1.10

March 2023 to
March 2026



National
joint GDN



Tier 3
initiative



Variable
outcomes



Think CO App Development

Partnership ambition

Frontline third-sector volunteers and workers often lack the CO safety skills and knowledge they need during home visits. Together with Gas Safe Charity, we developed the Think CO smartphone app as a quick and easy resource for frontline teams that details the sources, signs and symptoms of carbon monoxide.

Partnership achievement

All app development and testing is complete, and it's now available for Android users via the Play Store. The app gives frontline teams access to real-time information on their smartphone, even if they don't have a signal during a home visit. So far, 188 frontline workers have downloaded our free app.

Learning and legacy

Although our programme has ended, the app continues to be available for frontline teams to download and use for free. This resource will be available for Android users indefinitely, and Gas Safe Charity is working to have the app added to the App Store for Apple users as soon as possible.

[Find out more](#)

SGN investment:
£103,789

Joint GDN investment:
£363,639

NPV:
£3,745,815

SROI:
£9.58

January 2024
to March 2026



National
joint GDN



Tier 3
initiative



Achieved
outcomes



e-learning For Healthcare

Partnership ambition

Health and social care professionals need more knowledge of CO poisoning for when they're supporting groups most vulnerable to its impact, such as pregnant people and older people. Together with iPiP, we developed carbon monoxide awareness modules for the elearning for healthcare (elfh) Hub, equipping NHS and social care workers with vital CO safety knowledge.

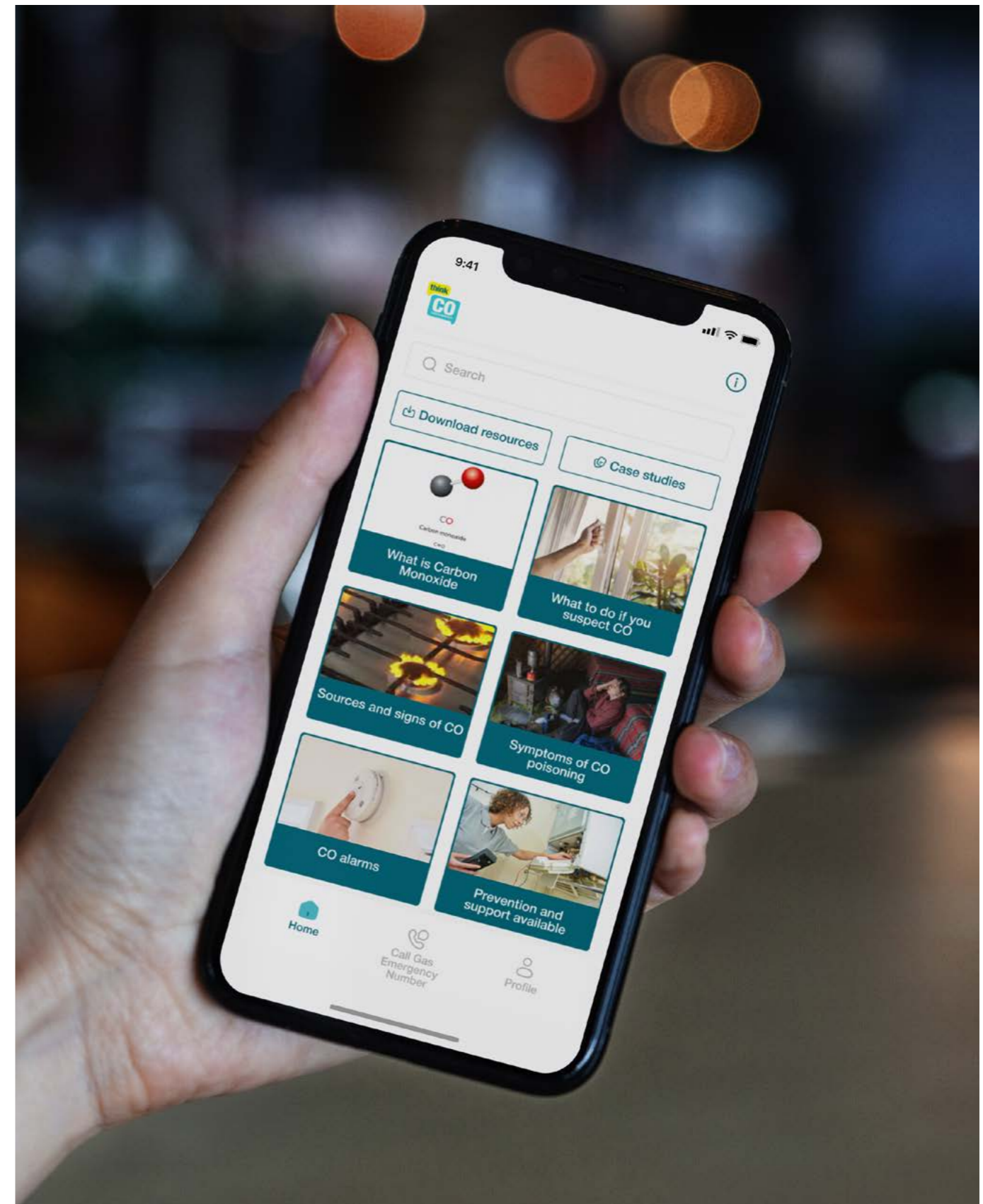
Partnership achievement

We developed three e-learning modules to educate healthcare professionals on how to identify potential CO poisoning and how to reduce the risk among pregnant people, older people and the general population. We also created a module for medical examiners, specific to their role. These four modules have been accessed 345 times to date.

Learning and legacy

With four modules live on the e-learning for healthcare platform, and two more in development for GP staff and fire and rescue services, we're committed to fully embedding them all into healthcare practice. We've developed a coordinated and cohesive rollout plan combining learning from this and our other healthcare programmes.

[Find out more](#)





SGN investment:
£144,169

Joint GDN investment:
£523,400

NPV:
£1,276,276

SROI:
£3.34

August 2021
to March 2026



National
joint GDN



Tier 3
initiative



Exceeded
outcomes



[Find out more](#)

Scouts

Carbon Monoxide Awareness Programme

Partnership ambition

We've proudly led a joint GDN partnership with The Scouts to empower 435,000 young people to use energy safely, efficiently and affordably at indoor meetings and on camping expeditions. This learning has equipped them with vital life skills to use at home, both with their families now and when they live independently in the future.

Partnership achievement

Since launching our Home Safety Badge for Cubs in 2021, our programme has grown to include 14 CO awareness and eight energy efficiency activities tailored to Beavers, Cubs, Scouts and Explorers, plus e-learning for adult volunteers. This year, 48,859 young people in our regions engaged with the activities, contributing to 225,607 nationally.

Learning and legacy

We end our programme having reached 475,803 young people nationwide with CO safety and energy efficiency advice, exceeding our target by over 40,000. This leaves a tremendous legacy, with so many young people – and their families – now having the knowledge and confidence to use energy safely, efficiently and affordably for life.

SGN investment:
£150,000

Joint GDN investment:
£636,056

NPV:
£1,789,490

SROI:
£2.74

April 2025 to
March 2026



National
joint GDN



Tier 2
initiative



Achieved
outcomes



[Find out more](#)

SIA CO Partnership Ecosystem

Partnership ambition

Organisations responding to CO incidents in UK homes – including fire and rescue services and the NHS – all capture data differently, meaning the impact of carbon monoxide is underreported. We joined the CO Partnership Ecosystem, which collates data from the gas industry and public bodies into a single platform to reflect the true impact of CO.

Partnership achievement

We've rolled out smart CO alarms in 332 social housing homes and smart environmental sensors in 64 homes to provide real-time data on alarm use and activation, including automatically alerting the National Gas Emergency Service. We also set up a new patient referral pathway to enable local authorities to address CO incidents in social housing.

Learning and legacy

In joining phase 5 of the programme, we enhanced the platform and onboarded new stakeholders, such as the Scottish Fire and Rescue Service and the Home Office. We also identified how to standardise CO reporting across gas networks and fire and rescue services, which will inform awareness and intervention strategies to improve CO safety beyond our programme.

All the following projects were completed before this reporting year. Find out more details by clicking on the partner names.

Partner organisation	Project	Strategic theme	Region	Duration	Forecast SROI	SGN Investment
Age Scotland	Fuel poverty advisor	Fuel poverty and energy affordability	SGN – Scotland	2023–24	£7.22	£95,795
Age Scotland	Safe and Warm Homes	Fuel poverty and energy affordability	SGN – Scotland	2021–23	£5.39	£166,439
Agility ECO	Care and Repair Scheme	Services beyond the meter	SGN	2021	n/a	£50,000
Bonanza Creative	CO awareness in schools (Year 1)	Reducing CO harm	GDN collaboration	2022	£1.56	£21,260
Changeworks	Highland Affordable Warmth	Fuel poverty and energy affordability	SGN – Scotland	2022–24	£0.72	£294,008
Changeworks	Affordable Warmth Advocacy (SE)	Fuel poverty and energy affordability	SGN – Scotland	2022–24	£2.85	£126,806
Citizens Advice – Hampshire	Home and Well	Fuel poverty and energy affordability	SGN – Southern	2021–23	£22.15	£128,756
Citizens Advice – Sussex	Tackling Fuel Poverty Together	Fuel poverty and energy affordability	SGN – Southern	2021–23	£1.81	£96,000
Citizens Advice – Sussex	Welcoming Warm Spaces Sussex	Fuel poverty and energy affordability	SGN – Southern	2021–23	£5.25	£83,000
Citizens Advice England and Wales	Energy safeguarding and CO safety partnership	Fuel poverty and energy affordability	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 and energy affordability	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 and energy affordability	SGN	2023	£4.52	£100,000
Greener Kirkcaldy	Energy Canny Communities	Fuel poverty and energy affordability	SGN – Scotland	2023–24	£7.37	£58,099
Greener Kirkcaldy	Safe and Warm Fife	Fuel poverty and energy affordability	SGN – Scotland	2022–24	£10.04	£261,646
Groundworks South	Groundwork Green Doctors – Kent	Fuel poverty and energy affordability	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	Reducing CO harm	GDN collaboration	2022–23	£12.84	£108,519
IPIP	CO in pregnancy research study	Reducing CO harm	GDN collaboration	2021–23	£0.02	£67,670
J Seven Media	CO winter awareness campaign 2021–22	Reducing CO harm	GDN collaboration	2021–22	£39.30	£81,341
Kidney Care UK and PSR Scotland	Safe and Warm	Priority customer groups	SGN – Scotland	2023–24	£26.05	£15,850
Mental Health UK	Advisor service	Priority customer groups	SGN	2022–23	£3.20	£72,239
Money Ready (MyBnk)	Young People’s MoneyHouse and MoneyCast	Priority customer groups	SGN	2021–24	£16.45	£210,000
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 and energy affordability	SGN	2021–22	£4.64	£92,741
NEA and The Wise Group	Warm and Safe Homes	Fuel poverty and energy affordability	GDN collaboration	2022–23	£9.05	£127,741
NEA and The Wise Group	Warm and Safe Homes	Fuel poverty and energy affordability	GDN collaboration	2023–25	£3.20	£321,299
NSPCC	NSPCC Collaborative GDN Project	Services beyond the meter	GDN collaboration	2023–25	£2.17	£115,396
Parsley Box	Parsley Box	Fuel poverty and energy affordability	GDN collaboration	2023–24	£20.90	£4,796
Policy Connect (APPCOG)	CO Awareness Week 2022	Reducing CO harm	GDN collaboration	2022	£24.86	£5,414
Policy Connect (APPCOG)	CO Safe 4 Summer Campaign	Reducing CO harm	GDN collaboration	2022	£34.51	£13,536
Scope	Disabled community CO research	Reducing CO harm	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
South Seeds	Safely back on supply	Fuel poverty and energy affordability	SGN – Scotland	2024–25	£1.75	£3,000
SP Energy Networks	PSR – CO Awareness Pilot	Reducing CO harm	GDN collaboration	2022–23	£13.18	£895
Surrey County Council	Warm Hubs Surrey	Fuel poverty and energy affordability	SGN – Southern	2022–23	£5.81	£70,000
Surrey County Council	Warm Welcome	Fuel poverty and energy affordability	SGN – Southern	2023–24	£1.95	£150,000
Warmworks	Warmworks Aftercare	Fuel poverty and energy affordability	SGN – Scotland	2022–23	£5.53	£46,954



As we come to the end of our five-year vulnerability strategy and look ahead to a new price control, we turn to our Director of Customer Services, Maureen McIntosh.

“

We've reached the end of the first five-year Vulnerability and Carbon Monoxide Allowance, and I couldn't be prouder of how our people and partners have come together to support vulnerable households across the country.

When we began delivering our vulnerability strategy in 2021, the world looked very different. Communities were navigating the impact of the pandemic, and none of us could have anticipated the energy crisis and the cost-of-living pressures that would soon follow.

Society has changed dramatically over the past five years, and we've evolved as an organisation in response.

We've come to understand our role as key workers in a new light and that's changed us for good. At the start of RIIO-GD2, many of our frontline gas engineers were understandably cautious about stepping beyond their core role. Now, they confidently identify and support vulnerable customers in their day-to-day work, connecting households to our Safe & Warm partnership network.

We've also recognised new opportunities to remove barriers to support. By

introducing our Safe & Warm community team, we've bridged the gap for vulnerable households who may struggle to access mainstream support. We're more embedded in the communities we serve than ever before.

I'm in awe of how our people and partners have stepped up, despite the significant socioeconomic strain of the past few years. More than one million households in our network areas now use energy more safely, more efficiently and more affordably than five years ago. I can't thank everyone enough for that.

We know there's more uncertainty ahead, but we're ready. Our people have shown that they rise to the challenge, and I have every confidence they will continue to do so throughout RIIO-GD3.

As we transition into our next five-year vulnerability strategy, our purpose remains resolute – we're here to keep everyone safe and warm, now and into the future.

Maureen McIntosh
Director of Customer Services, SGN

In co-creating our programmes with partners, we set out to ensure the impact of our initiatives will last long after our funding ends.

We've done this by building skills and capacity within the right organisations, connecting them to create a lasting network of support, and helping them find funding to sustain their work beyond the VCMA.

Thank you to all our people and partners, who've helped 1.3m households use energy safely, affordably and efficiently over the past five years. You've truly made the difference.

“

Our partnership with SGN has been a pivotal and defining programme for ADSS. It has enabled us to deepen the holistic support we give to people affected by dementia, it has enhanced our ability to work with partners, and it has left us with a legacy of a workforce more skilled and versed in how we can support the people who use our services around gas safety and efficiency.”

Katie Antill
CEO at ADSS



“

Our partnership with SGN will help us deliver a lasting legacy of awareness and changed behaviours to the communities we serve. Awareness of the Priority Services Register will help ensure that the most vulnerable in our community receive the help and support they need, quickly and conveniently.”

Mark Slorance
Executive Manager at Getting Better Together



“

The embedded partnerships, improved referral pathways and stronger understanding of holistic needs should create lasting change, ensuring earlier intervention, better coordination and sustained improvements in how energy, water, and wellbeing services support those most at risk.”

Joanne Green
Business Development
Manager at Citizens
Advice Hampshire



“

This programme closed critical gaps in areas without local authority funding, particularly across Tayside, enabling us to reach vulnerable households who might otherwise have been missed. Just as importantly, it embedded lasting safety and prevention practices that will continue to protect households and inform our delivery well beyond GD2.”

Dave Sims
Contracts & Commercial
Manager at Scarf



“

The long-term legacy of our partnership with SGN will be a stronger, more preventative energy advice model embedded within Money Matters Advice Service. We have moved beyond crisis response towards more proactive interventions that deliver sustainable change. In doing so, we have built staff expertise, improved PSR uptake and ensured vulnerable households are better protected, better informed and more resilient for the future.”

Alan McIntosh
Service Manager at Money Matters Advice Service,
South Lanarkshire Council



Key terms you'll find in this report

CO

Carbon monoxide is a highly poisonous gas that is produced by the incomplete burning of fossil fuels. Because you can't see it, smell it, hear it or taste it, it's known as the silent killer.

Fuel poverty

In England, a household is in fuel poverty if they are living in a home with an energy efficiency rating of band D or below, and their income falls below the official poverty line after energy costs.

In Scotland, a household is in fuel poverty if they need to spend 10% or more of their income on heating their home to a satisfactory level.

FPNES

The Fuel Poor Network Extension Scheme is an initiative delivered by the gas distribution networks in partnership with

other organisations to help tackle fuel poverty by supporting off-grid, fuel-poor households to connect to the gas network.

GDN

There are four gas distribution networks in Britain, responsible for delivering gas to the homes and businesses within their regions.

LCV

Our locking cooker valve is a simple safety device, which we fit for free to keep people with dementia or autism safe at home.

NPV

The net present value is the forecast social value minus the project delivery costs.

Ofgem

The energy regulator Ofgem is responsible for setting price controls to ensure energy network companies treat customers fairly, invest in improving their service and support the move to low-carbon energy.

PSR

The Priority Services Register 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.

RIIO-GD2

The current five-year Ofgem price control period from April 2021 to March 2026.

RIIO-GD3

The next Ofgem price control period, running from April 2026 to March 2031.

SROI

Social Return on Investment is the forecast additional value gained from social, environmental and economic benefits per £1 invested.

VCMA

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



Thank you

This report wouldn't have been possible without the dedication of our colleagues, our Safe & Warm community partners and the households who shared their stories. Together, you've made a remarkable difference to communities across Scotland and southern England.

