

# Stronger together

## Delivering social value through collaboration

Vulnerability and Carbon Monoxide Allowance (VCMA)

**Cadent**  
Your Gas Network

**Northern Gas Networks**

**SGN**

**WALES & WEST UTILITIES**

GDN COLLABORATIVE ANNUAL REPORT 2025/26



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# Welcome

We're pleased to share our annual collaborative report, reflecting the final year of the RIIO-GD2 regulatory period (1 April 2021 to 31 March 2026). Over the past 12 months, we have focused on using our remaining allowance effectively, maintaining vital support for customers across our networks.

The report shows how Gas Distribution Networks (GDNs) have worked together, alongside trusted delivery partners, to fund and deliver initiatives through the Vulnerability and Carbon Monoxide Allowance (VCMA).

Across the report, we highlight how we identify customer need, build effective partnerships, and measure the outcomes and impacts achieved.

Each GDN will also publish a company-specific annual report with more detail on locally funded projects and outcomes across its network and communities.

This year, we have focused on ensuring a smooth transition as we close out RIIO-GD2 delivery and prepare for RIIO-GD3, so we can continue responding to rising and increasingly complex customer needs.

Ongoing financial hardship and uncertainty around energy costs underline why the gas networks must work together to maximise the reach and value of our VCMA activity.

Local community partnerships remain central to our approach, helping to raise awareness of available advice and services and ensuring support is tailored to the needs of the communities each project serves.

Case studies throughout this report provide evidence of the real-world impact of this work and reinforce our ongoing commitment to help customers remain safe, warm and independent at home, both now and in the future.

Our annual virtual VCMA Showcase event will be held on 7 July 2026, bringing partnerships to life through lived experience and insights from stakeholders, colleagues and delivery partners.

# Who we are and what we do

Cadent, Northern Gas Networks (NGN), SGN, and Wales & West Utilities (WWU) manage the gas infrastructure across England, Scotland, and Wales.

### Key facts:

 **279,347km** of gas pipes

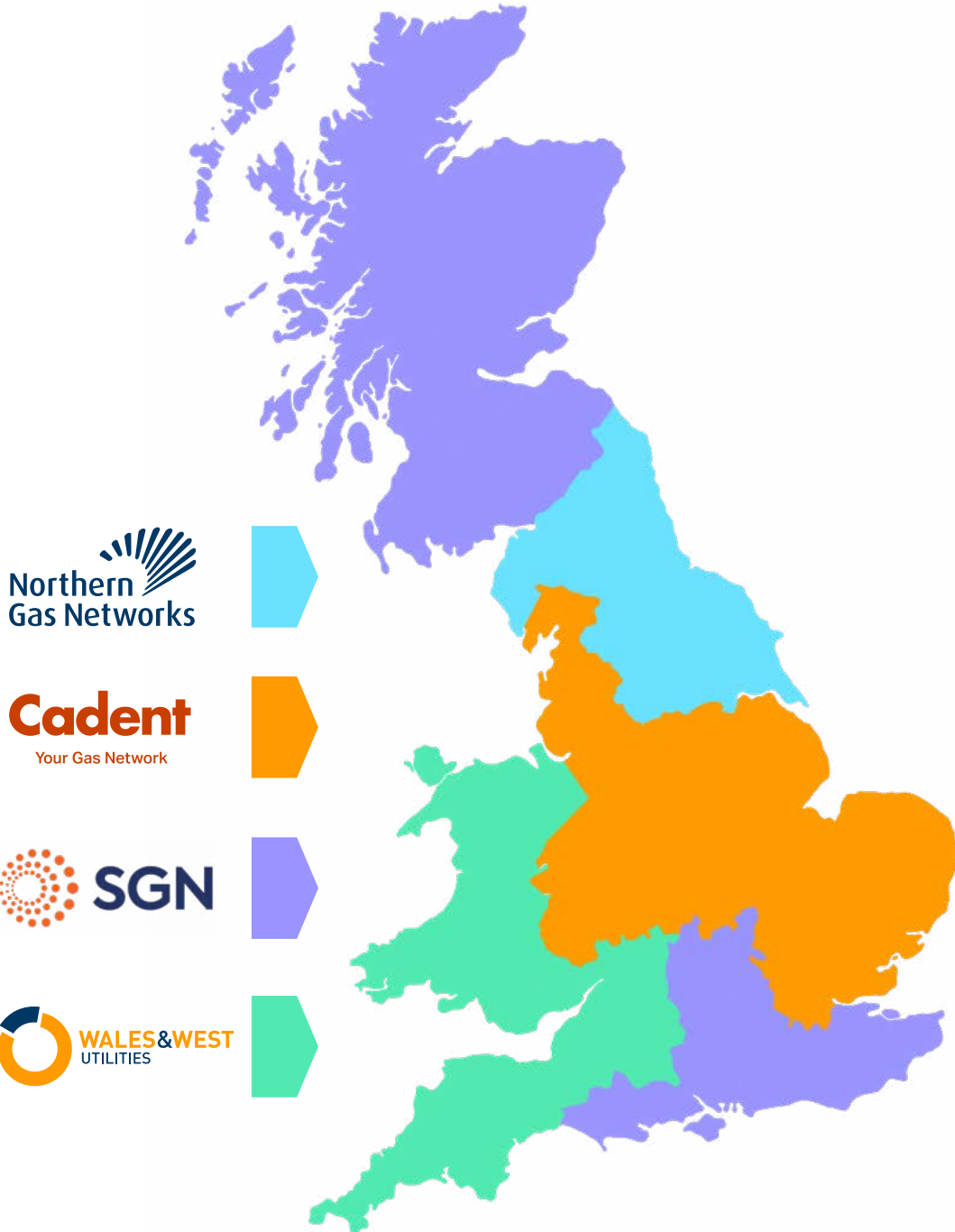
 **22.4m** households and businesses connected to our networks

 **52.8m** customers served

We operate the National Gas Emergency service (0800 111 999), responding quickly and safely to reported gas emergencies. We connect new homes and businesses, maintain our networks, and replace ageing metal pipes with durable plastic pipe to help keep the gas supply safe and reliable for future generations.

We work 24 hours a day, 7 days a week, all year round, to maintain the uninterrupted flow of gas and help keep communities safe and warm. Although our responsibility ends at the gas meter, we aim to go beyond expectations in the service we provide to customers.

Each GDN provides support tailored to regional needs and demand. Collectively, we work together to help customers in vulnerable situations and in disadvantaged communities across our networks. This includes proactively identifying people who may need extra assistance and registering them on the Priority Services Register (PSR). We also collaborate with the wider energy and water sectors to improve and coordinate the support available to customers during interruptions to gas, electricity or water supplies.



# VCMA and its impact

The VCMA is a 'Use It or Lose It' funding mechanism made available to partner organisations through the Gas Distribution Networks. It enables partners to deliver innovative, eligible projects that support those most in need.

## Our spend profile

In the final year of RIIO-GD2 delivery, GDNs spent a total of £25.3m on collaborative projects delivering fuel poverty, vulnerable customer and carbon monoxide initiatives to support those in our communities. We have spent a total of £71m on collaborative projects since April 2021 when the VCMA fund was first introduced.

**£25.3m\*** total year five spend

**£54.8m\*** minimum collaborative allowance at March 2026

**£71m\*** actual RIIO-GD2 spend

\*nominal prices

VCMA projects are focused on supporting customers in vulnerable situations and increasing the awareness of carbon monoxide (CO), that go above and beyond our business-as-usual activities.

### Eligible projects must:

- Provide support to customers in vulnerable situations and relate to energy safeguarding, or;
- Provide awareness of the dangers of CO, or;
- Reduce the risk of harm caused by CO.

Each GDN receives a share of the allowance based on the number of gas consumers in its network (Cadent 49%, NGN 12%, SGN 27% and WWU 12%). At least 25% must be used for collaborative projects funded by two or more GDNs.

Following consultation with Ofgem and key stakeholders, it was agreed in October 2023 that unspent Fuel Poor Network Extension Scheme (FPNES) funding would be repurposed into the VCMA, increasing total funding from £60m to £171m (18/19 prices).

## Key developments in 2025/26

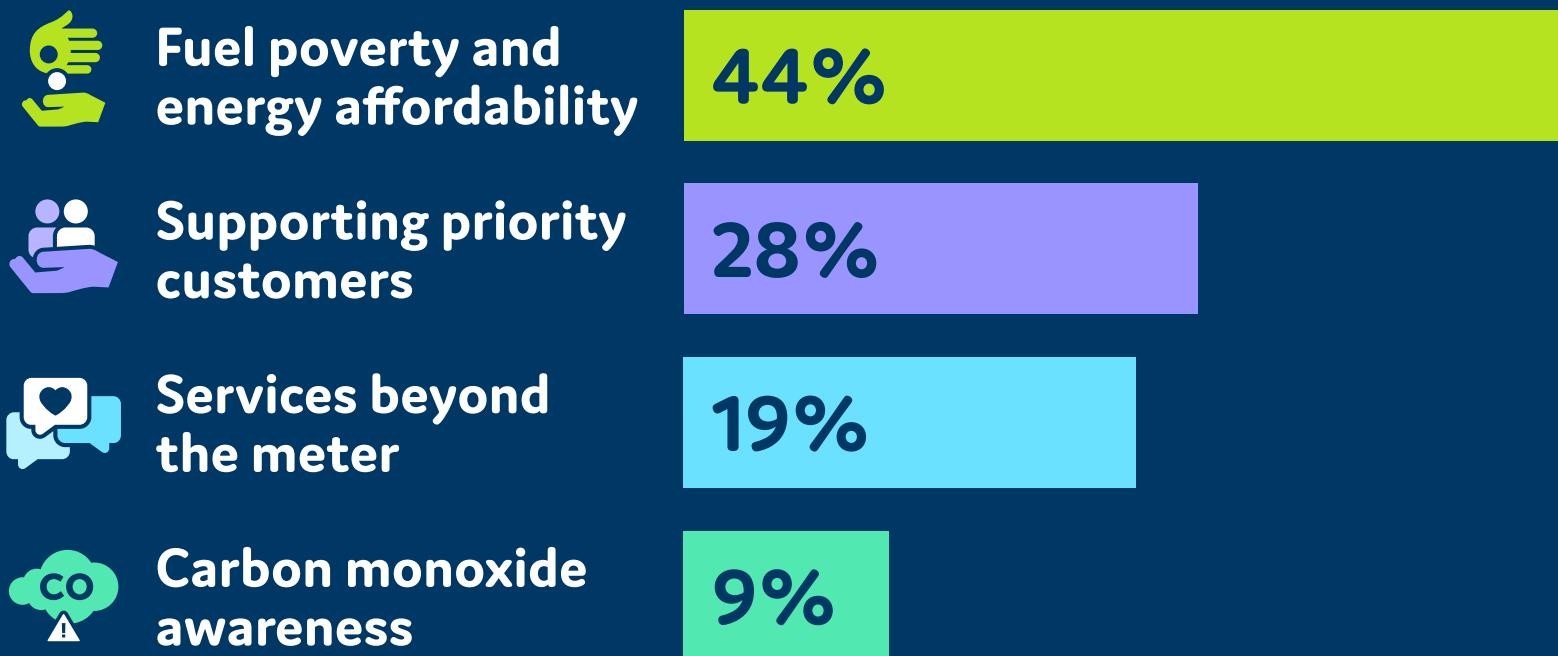
The last year, reflecting the final year of RIIO-GD2 regulatory period running from 1 April 2021 to 31 March 2026, has been shaped by two priorities: maintaining effective delivery and preparing for RIIO-GD3. We continued to invest in collaborative projects with strong outcomes, while developing a transition plan to guide our future direction.

At the same time, we responded to evolving community needs by drawing on delivery learning and stakeholder feedback. This led to new collaborative partnerships with Alzheimer's Society and the Royal Association for Deaf People, helping us reach and support customers with specific needs more effectively.

We strengthened our understanding of carbon monoxide impacts through our CO Partnership Ecosystem project, helping to inform future priorities and partnership working. We also worked with Ofgem to inform RIIO-GD3 governance arrangements, including the future of VCMA and vulnerability-related business-as-usual activity.

# Cost allocation and the value of collaboration

## Collaborative spend by pillar:



Across the collaborative portfolio, spend has been deliberately targeted towards areas of greatest need and impact.

The largest proportion of funding supports fuel poverty and energy affordability, reflecting the continued scale of financial vulnerability facing households and the central role of GDNs in helping customers remain safe and warm. Further investment is directed towards supporting priority customers, ensuring tailored interventions reach those with additional needs through the Priority Services Register and wider vulnerability support.

Investment in services beyond the meter demonstrates the sector’s commitment to delivering holistic, end-to-end support, recognising that addressing vulnerability often requires coordinated action beyond core network responsibilities. Carbon monoxide awareness remains a critical safety priority, with funding enabling targeted prevention campaigns and lifesaving interventions.

Importantly, collaboration continues to be a defining feature of delivery. While the VCMA framework sets a minimum expectation of 25% collaborative spend, the GDNs have collectively exceeded this, with 32% of total allowance invested in joint initiatives. This reflects a conscious strategic choice to maximise impact through partnership.

## Delivering collaboratively enables:

- **Greater reach and consistency** of support across all four network areas
- **Improved efficiency and value for money**, reducing duplication and leveraging shared delivery models
- **Stronger partnerships with trusted organisations**, enhancing credibility and outcomes for customers
- **Scalable innovation**, allowing successful pilots to be rapidly expanded across Great Britain

By going beyond the minimum requirement, the GDNs have demonstrated a collective commitment to delivering more coordinated, equitable and impactful support for vulnerable customers, ensuring that best practice is shared and benefits are realised at scale.

## Our collective impact

Together, the GDNs deliver impact that extends well beyond the work each of us undertakes individually through the VCMA.

By combining our allowances, we can use our collective scale to partner with a wide range of organisations, reaching thousands of customers in vulnerable situations across the UK and providing targeted support where it is needed most across our networks.

The figures below summarise what we have delivered through our vulnerability and carbon monoxide initiatives across the price control.

Total spend:

**£218.7m\***

Individuals helped with fuel poverty and energy efficiency support interactions:

**3.4 million**

Percentage increase in CO awareness knowledge:

**43%**

Carbon monoxide surveys completed:

**617,108**

\*nominal prices

Fuel Poor Network Extension Scheme connections:

**10,901**

Priority Services Register registrations:

**580,653**

GDN average PSR customer satisfaction score in 2025/26:

**9.5/10**

ISO consumer vulnerability standards achieved



# Our collaborative strategy

Our collaborative strategy is built around four strategic pillars, shaped by stakeholder and customer insight.

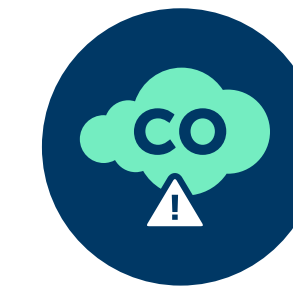
We combine feedback with data and research to focus activity where it will make the greatest difference, with particular emphasis on customers in vulnerable circumstances and communities that are underrepresented or underserved.

## Our pillars:



### Services beyond the meter

Direct operational support provided to customers in vulnerable situations as we go about our work.



### Carbon monoxide (CO) awareness

Programmes to increase awareness of CO, how to stay safe and the impact of CO on different vulnerabilities and age groups.



### Fuel poverty and energy affordability

Programmes designed to help customers achieve affordable warmth.



### Supporting priority customer groups

Programmes targeted at PSR-eligible customers and disadvantaged communities with energy safeguarding services.

All collaborative VCMA proposals are reviewed through our industry working groups and aligned to a strategic pillar. We follow a five-stage approach outlined on the next page.



We follow a five-stage approach to understand need and lived experience, identify, design and deliver programmes, measure outcomes and wider benefits including Social Return on Investment (SROI), and apply learning to improve future programmes.

### **1. Identifying customer need**

We use stakeholder and customer insight alongside data and research to understand vulnerability, identify gaps in support and prioritise activity where need is greatest. Workshops, events and industry groups help test priorities and refine delivery for under represented and underserved communities.

### **2. Identifying projects and partnerships**

We build on existing partnerships and develop new ones to address identified needs. Proposals are developed through partner applications, opportunities to scale proven projects and stakeholder insight. Projects are scoped and assured through GDN review, eligibility checks, due diligence and Project Eligibility Assessments, including forecast SROI.

### **3. Delivering programmes**

Lead GDNs oversee delivery through regular reporting and stage-gate reviews, working with partners to address challenges and maximise impact for those most in need.

### **4. Measuring outcomes and benefits**

We evidence outcomes through consistent approaches (case studies, customer feedback and comparing forecast versus actual results). As required by Ofgem, all VCMA projects must demonstrate a positive SROI, showing that benefits outweigh the cost of investment. Outcomes can include improved household income and energy efficiency, reduced debt and stress, better health, fewer CO incidents, plus increased PSR awareness and sign-ups.

### **5. Review and learning**

Evaluation and learning keep support relevant as needs vary by region and over time. We share insight through industry groups and apply learning locally. We also use showcase activity and annual reporting to highlight outcomes, gather feedback, strengthen referral pathways and embed co-designed services that can be sustained beyond VCMA funding.

# How we work together

**VCMA activity is delivered through collaborative groups that bring together Gas Distribution Networks (GDNs) and partners.**

They provide governance and turn insight into delivery by setting direction, supporting projects and partnerships, aligning key messages (including PSR awareness and CO safety) and sharing best practice across regions to deliver consistent, joined-up support.



**VCMA Steering Group**  
Senior VCMA leads from across the GDNs set programme direction, approve working group proposals and ensure appropriate governance. Key stakeholders, including Citizens Advice and National Energy Action, support the group.

**Vulnerability and Fuel Poverty Working Group**  
We shape and support VCMA-funded partnerships and projects (local and national) to raise awareness of the PSR, CO safety, energy efficiency and support for people in fuel poverty. The group also oversees delivery discussions for the Fuel Poor Network Extension Scheme (FPNES).

**CO Collaboration Working Group**  
We work with partners to promote CO awareness (symptoms, prevention and staying safe) and support advocacy for improvement. The group maintains consistent messaging about the risks of the 'silent killer', supported by stakeholders such as alarm manufacturers, Policy Connect and Gas Safe Register.

**Services Beyond the Meter Working Group**  
Established in 2025, this forum shares learning and practical insight to support consistent services for consumers wherever they live. Members compare processes, operational approaches and delivery models to strengthen each GDN's offer.

**Customer Service Best Practice Group**  
We collaborate across GDNs to align customer service approaches and improve satisfaction. Recent work includes developing survey processes for customers affected by paid-for and safety disconnections (a regulatory focus area) and sharing insight to support fair, consistent treatment across regions.

**Cross-Sector Safeguarding Customer Working Group**  
This cross-sector group brings together experts in the PSR and services linked to PSR needs codes, including networks, suppliers, independent networks, trade bodies, regulators, water companies and the third sector. Members work together to improve support for people in vulnerable situations across Great Britain.



# Services Beyond the Meter

## Overview

Our Services Beyond the Meter (SBtM) programmes enable us to respond quickly when customers need extra help inside the home.

Where vulnerability or fuel poverty is identified through our operational activity, the programme helps remove barriers to safety and warmth by funding essential gas appliance and pipework support that customers may otherwise be unable to access.



The scheme also supports our response to carbon monoxide risk. Where customers contact us following an activated alarm, we can arrange safety checks to provide timely reassurance and help identify whether further action is needed.

This targeted support relies on engineers and frontline colleagues recognising signs that a customer may benefit from additional help. Their conversations in the home allow us to understand individual circumstances and connect people to appropriate services.

By acting at the point of need, SBtM helps deliver a more responsive, trusted and supportive customer experience, while reinforcing our wider commitment to keeping communities safe.

### Collaborative RIIO-GD2

**£13.5m**  
collective GDN investment

Over **6,000**  
appliances repaired or replaced

**3,529**  
appliances serviced



# Going further to restore safety, warmth and essential services

As gas distribution networks, we maintain the gas mains and service pipes that connect customers to the gas network, up to and including the emergency control valve at the meter.

Customers are responsible for the pipework and appliances inside their home.

## Why we established our approach

When we attend a gas emergency, our priority is to keep the customer safe. If a fault is found, this may mean isolating the supply or condemning an unsafe appliance. Although this removes the immediate risk, it can leave households without heating, hot water or cooking facilities.

For customers in vulnerable circumstances, the situation can quickly escalate. The cost of arranging a Gas Safe registered engineer, repairs or replacement work may be unaffordable, leaving some households without essential services and unsure where to turn for help.

Our SBtM programme helps address this gap by supporting eligible customers to restore a safe gas supply and get essential appliances working again as quickly as possible.

## Our impact

**The programme supports customers who may otherwise be left without a safe working appliance or gas supply following an emergency response, appliance condemnation or isolation of supply.**

Through trusted referral pathways with partner organisations, eligible households can access practical help quickly where they cannot arrange or afford essential work themselves.

Support can include arranging a Gas Safe registered engineer to complete necessary repair or replacement work. Depending on the local delivery model, this may be carried out by an upskilled network engineer or specialist partner.

The scheme also includes enhanced Carbon Monoxide/Dioxide Dwelling Atmosphere and Appliance Testing (CMDDA1) checks to help identify the source of carbon monoxide issues and ensure appropriate action is taken to keep the household safe.

## Key achievements RIIO-GD2:

Over  
**13,000** CMDDA1 checks completed

By providing additional services and, where appropriate, emergency funding, we can reduce the time vulnerable households spend without heating, hot water, cooking facilities or a safe gas supply.

The programme also creates opportunities to add further safety measures, such as installing a free locking cooker valve, supplying a carbon monoxide alarm, or connecting customers to wider partner support.

This year, through the SBtM Working Group, we have worked collectively to strengthen consistency and alignment across the offer, helping to ensure customers across Great Britain can access the same opportunities. Together, we reviewed eligibility criteria, discussed complex cases and shared learning to improve the customer journey for those most at risk.





## Services Beyond the Meter (SBtM) GDN specific overview



Cadent's Services Beyond the Meter programme provides practical support for customers who may be left vulnerable when an appliance is condemned or their gas supply needs to be isolated for safety reasons.

Through appliance repairs, replacements and proactive servicing, the programme helps restore safe internal gas supplies and ensures customers can continue to heat their homes or access essential cooking facilities.

Work is delivered through internal teams using direct labour, enabling Cadent to respond quickly and complete the necessary activity in customers' homes. Servicing also helps identify appliances that could pose a carbon monoxide risk if left unchecked, supporting early intervention and customer safety.

Demand for this support has increased over the course of GD2, with more customers unable to afford repairs, replacements or annual servicing during continued cost-of-living pressures.

In response, additional funding has been allocated to help keep more homes safe, warm and connected.



NGN's Services Beyond the Meter programme supports customers who could be left without safe heating, hot water or cooking facilities after appliance condemnation, isolation of supply or carbon monoxide concerns.

Bringing the service in-house has improved the customer journey by giving NGN greater ownership from referral to completion. Our engineers and customer care advisors can now coordinate support more directly, provide clearer communication and tailor the response around each customer's needs.

This has helped create a more efficient and reassuring experience for customers, with contract partners used only where installations are more complex.

To support referrals, we increased awareness across operational teams and trusted partners, introduced clearer eligibility guidance and simplified the referral process. During the year, 433 customers were eligible for support, with 205 repairs completed, 192 appliances replaced and 119 appliances serviced.

NGN also supported 281 customers through enhanced carbon monoxide investigations, installing 233 new CO alarms and identifying safety issues at 34 properties. Customer feedback shows the service provides reassurance, financial relief and wellbeing benefits, helping people remain safe and warm at home with dignity.



## Services Beyond the Meter (SBtM)

### GDN specific overview (continued)



SGN's Extra Care Support Services help vulnerable customers access both direct welfare services to improve their safety and wellbeing, and onward support from its Safe & Warm partnership network.

When an engineer identifies a household in need, they refer the customer to the Careline team. Dedicated advisors contact customers to understand their safeguarding, financial, health and wellbeing needs, before coordinating tailored support. This includes direct SGN services, such as PSR registration or a locking cooking valve, as well as specialist support from SGN's network of Safe & Warm community partners.

SGN's Care and Repair scheme supports households who cannot afford the unexpected cost of repairing or replacing a faulty appliance or essential pipework. It helps households secure funding or provides funding if none exists, so vulnerable customers are not without their gas supply for an extended period. For those customers who find it challenging to organise repairs, the team makes those arrangements for them.

Increased awareness, clearer eligibility and a simplified referral process have significantly increased the number of customers supported through Care and Repair. This year, SGN helped 477 customers through the scheme, completing 163 repairs, replacing 197 appliances and servicing 96 more. In addition, the team completed 118 enhanced carbon monoxide investigations (CMDDA1).



WWU's Services Beyond the Meter programme supports customers in vulnerable situations to stay safe, warm and independent by providing practical help beyond core operations.

Our HyperCare team has strengthened this offer by expanding advice, guidance and referrals, including arranging supplier meter installations, engaging trusted third parties such as Gas Safe engineers, electricians and landlords, and connecting customers to partner organisations for further support.

Internal capability has continued to grow, with ten engineers trained to deliver enhanced carbon monoxide checks within 24–48 hours of a suspected incident, and a further eleven scheduled for training in the next year.

Through the gas appliance referral scheme, engineers can refer customers to NEA when appliances are isolated for safety reasons, and the customer cannot afford repairs or replacement. NEA assesses eligibility and coordinates Gas Safe inspections, repairs where viable, or replacement and external funding routes where needed.

This activity is further strengthened through our Warm Wales partnership, ensuring customers also receive financial advice, Priority Services Register support and wider safeguarding interventions. In addition, our partnership with Age UK South Gloucestershire enables delivery of essential gas appliance servicing, repair and replacement for eligible vulnerable households.



# A joined up approach

While our services are delivered individually rather than collaboratively, we work closely across the (SBtM) programme to align our approaches and ensure consistency of support.

This helps households across Great Britain access the same level of assistance, regardless of where they live.



As financial pressures on households continued, many people delayed or missed annual gas appliance servicing to reduce costs.

In 2024, following stakeholder feedback, Ofgem amended the servicing referral criteria to enable partners identifying vulnerable households to refer them to GDNs for gas appliance servicing, helping to reduce risk for those unable to afford the work themselves.

The following case study highlights the positive difference this process has made for one household, while reflecting the wider benefits being delivered for many others.



## A worried young mum and a noisy old boiler

Following our engagement with Citizens Advice Northumberland, NGN saw servicing referrals increase.

**A single mum with a young baby was referred to us for support as she was unable to afford a service and was worried about carbon monoxide.**

**The boiler was old and making noises.**

We visited and discovered that she had turned the boiler off as she was so worried about the noise it was making. The boiler was unsafe and beyond economical repair, and we had to disconnect it leaving her with no heating or hot water.

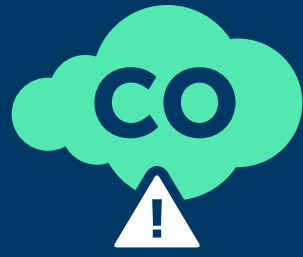
When we discuss eligibility with a customer, we don't just check eligibility for servicing, we also establish if they would qualify for repair and replacement of appliances too; this means that when we carry out a service and identify that a repair or a replacement boiler is needed, we can proceed quickly.

Knowing that the customer was eligible, we immediately started the process for the boiler to be replaced.

Being able to provide this extra support took away the stress and worry of not being able to afford a replacement.

When the annual service is due, we will contact the customer again and if she remains eligible, we will service the boiler.

**Our support meant everything to her. She said it had been "absolutely amazing".**



# Carbon monoxide awareness

Carbon monoxide (CO) awareness is a vital part of how we protect and support customers, particularly those who may be more vulnerable to risks in the home.

By embedding CO safety into our wider vulnerability work, we help people recognise the signs, symptoms and sources of CO, understand how to stay safe, and know when and how to seek help.



This year, we strengthened our CO awareness activity through joint campaigns and coordinated engagement, helping to make safety messages more visible, consistent and relevant for the customers and communities we serve.

By working collaboratively across community outreach, partner-led conversations and digital campaigns, we have extended the reach of CO information and delivered it in ways that are accessible, trusted and tailored to different needs.

This year, our CO Partnership Ecosystem has been central to this work. Through a data-led approach, it is helping us better understand emerging CO trends and customer responses to safety advice, so we can refine future messaging, engagement and support.

CO alarm distribution remains a practical way to support households and reinforce safety messages. We will continue to use partnership insight and awareness activity to target support where it can have the greatest impact, particularly in higher-risk areas and for customers more vulnerable to CO harm.

## Collaborative RIIO-GD2

**15** carbon monoxide projects

**£6.6m** investment

**30m** people reached with CO messaging

**101,672** CO alarms distributed



# Collaborative GDN Winter and Summer Awareness Campaigns

## Project at a glance:

<b>Lead GDN:</b>	Cadent
<b>Participating GDNs:</b>	Cadent, NGN, SGN and WWU
<b>Duration:</b>	April 2023 – March 2026
<b>Investment:</b>	£1,323,170.59
<b>Forecasted SROI:</b>	£140 per £1 investment
<b>Status:</b>	Complete



## Why we're working together

Carbon monoxide (CO) remains a significant risk, particularly for households in vulnerable situations who may be less aware of the dangers or unable to maintain appliances safely.

Stakeholder engagement and wider VCMA insights have consistently highlighted the need for scalable awareness campaigns that can reach large and diverse audiences, including seldom-heard groups.

GAIN Creative Studios (formerly known as Eleven Miles) provide specialist expertise in delivering high-impact, behaviour change campaigns across multiple channels. By working collaboratively across all GDNs, this partnership enables a consistent, national approach to CO safety messaging, ensuring greater reach, efficiency and value for money.

The collaboration aligns with our joint strategy to deliver preventative, awareness-led interventions, helping customers understand risks, take action to stay safe and access additional support where needed.



## Key achievements:

- 29 million** people reached with a national, multi-channel CO awareness campaign
- Successfully utilised targeted advertising including radio, social media and door-drop campaigns to increase awareness of CO risks and safety behaviours
- Demonstrated strong collaborative delivery across all four GDNs, achieving a highly cost-effective social return through large-scale engagement.

## How we're working together

The partnership delivers a coordinated, multi-channel campaign approach across the GDN footprint. GAIN leads on campaign design, media planning and execution, working closely with GDN partners to align messaging with regional priorities and customer insights.

Campaign activity spans radio advertising, social media targeting and household-level engagement through door drops, ensuring both broad reach and targeted messaging. Data and performance reporting are provided through structured outputs, allowing each GDN to monitor reach and engagement effectively.

The collaborative model ensures economies of scale, with shared investment enabling larger campaigns than could be achieved individually. Regular coordination between GDN partners supports alignment, continuous improvement and consistency in messaging across networks.



## Collaborative GDN Winter and Summer Awareness Campaigns (continued)



### Partnership and community impact

The campaign has achieved significant national reach, engaging over 21 million individuals across our regions. Through consistent messaging on the dangers of carbon monoxide and how to stay safe, the project has contributed to raising awareness at scale and encouraging safer behaviours in the home.

The use of multiple communication channels has enabled the campaign to engage a wide demographic, including those less likely to access traditional energy advice services. By focusing on prevention and awareness, the project supports earlier intervention, helping to reduce the risk of harm from CO exposure.

The strong SROI reflects the efficiency of collaborative delivery, demonstrating how shared investment can deliver high-impact outcomes while supporting GDN commitments to customer safety and public awareness.

### Stakeholder support

Stakeholder feedback has consistently emphasised the importance of accessible, large-scale awareness campaigns that reach diverse audiences, including vulnerable and seldom-heard groups.

Collaborative delivery across GDNs reflects stakeholder priorities for partnership working, consistency of messaging and maximising impact. This approach also responds to feedback on the need for preventative interventions that complement direct support services.

### Evaluation and learning

Evaluation has focused on campaign reach, engagement metrics and assurance of data quality. Reporting provided includes consolidated outputs across all campaign channels, with assurance processes in place to confirm accuracy and completeness of data.

A key learning from the project is the value of collaboration in delivering impactful, cost-effective campaigns at scale. By pooling resources across GDNs, the partnership has achieved significantly greater reach and value for money than individual campaigns.

The project has also highlighted the importance of multi-channel engagement, ensuring that messaging reaches audiences through a range of touchpoints,

including those who may not engage with traditional communication methods.

While awareness campaigns can be challenging to link directly to behavioural outcomes, the scale of engagement demonstrates strong potential for preventative impact, particularly when aligned with wider VCMA interventions such as advice services and community support.

Learning from this project will inform future CO awareness strategies, particularly in relation to targeting, channel effectiveness and the integration of campaigns within broader customer vulnerability programmes.



*Working collaboratively with the GDNs has enabled us to deliver impactful, targeted campaigns at scale, ensuring vital carbon monoxide safety messages reach those who need them most."*

**GAIN Creative Studios**  
(formerly known as Eleven Miles)



# CO Partnership Ecosystem

## Project at a glance:

<b>Lead GDN:</b>	Cadent
<b>Participating GDNs:</b>	Cadent, NGN, SGN and WWU
<b>Duration:</b>	April 2025 – March 2026
<b>Investment:</b>	£636,056 (Year five)
<b>Forecasted SROI:</b>	£2.76 per £1 investment
<b>Status:</b>	Complete



## Why we're working together

All the UK's Gas Distribution Networks (GDNs) have worked for years to reduce the risks and impacts of carbon monoxide (CO) exposure, especially for customers in vulnerable situations.

But understanding the true scale of CO and its impact is still difficult, because of fragmented reporting, inconsistent data collection and under-reporting of incidents.

Working with SIA Partners, the CO Partnership Ecosystem project has brought together GDNs, healthcare organisations, fire and rescue services, local authorities, charities, manufacturers and regulators to create a coordinated ecosystem.

CORA – which stands for CO Research & Analytics – is a platform combining data and frontline insight to drive better understanding of CO prevalence. Its ultimate aim is to improve diagnosis and reporting.

In addition to continuing to grow this important platform, the collaboration has supported wider public health outcomes. Investing in improving awareness of CO risks, reduces exposure and strengthens preventative action across communities.

Dangerous behaviours  
**95%** of newly-installed smart alarms are never tested **by occupants.**

## Key achievements:

- Expanding CORA** – a data platform sharing 40 datasets around CO events from gas networks, emergency services, local authorities and more
- Using data to identify priority actions** – including follow up support after a CO event and identifying high-risk homes.
- Delivering CO alarms, Winter Warm Packs, advice and support to some of the UK's most vulnerable households

## How we're working together

The collaboration delivers a coordinated programme of activity across multiple regions. Together, we're improving how CO incidents are identified, recorded and addressed through shared data systems, standardised reporting processes and collaborative intervention.

Key activities include the expansion of the CORA data platform, installing smart CO alarms and environmental sensors in vulnerable households, delivering CO and energy safeguarding workshops and establishing a new follow-up process to support households after a CO incident.

New healthcare collaborations have been established through GP referral pathways, so that patients affected by CO exposure receive support from local authorities and GDNs.

Awareness campaigns, supplying information for healthcare settings and new partnerships with charities and housing organisations further extend the project's reach.



## CO Partnership Ecosystem (continued)



### Partnership and community impact

**The CO Partnership Ecosystem is a joined-up approach to tackle carbon monoxide risks and support vulnerable households.**

Through combining operational, health and community data we can better understand CO exposure and intervene more quickly – to ultimately save lives.

Smart alarms and environmental sensors give us real-time insights into household conditions. They help us identify risks linked to unsafe appliances, fuel poverty and poor living environments so we can take proactive steps.

This year 231 smart CO alarms were installed in L&Q Housing and Eden Housing association properties, supported by 20 National Energy Action (NEA) workshops to raise awareness of CO risks, the PSR and energy efficiency tips.

Winter Warm Packs were given to 164 highly vulnerable households, each including useful items such as electric throws, hoodies, flasks, torches and draft excluders.

Support pathways are being strengthened for customers following CO incidents, so that households aren't left without heating, hot water or cooking facilities after their appliances are disconnected to stop CO leaks.

This year we made proactive phone calls to households after CO detection to arrange appliance repairs and replacements.

The partner GDNs are also collaborating with healthcare professionals, local authorities and charities to connect vulnerable residents with tailored support, to improve their living conditions.

### Stakeholder support

The project has brought together an extensive network of partners including all UK Gas Distribution Networks, emergency services, NHS organisations, local authorities, charities and industry bodies.

These stakeholders recognise the power of the ecosystem approach – we all know that no single organisation can address the complexity of CO risks alone.

By contributing data, expertise, customer insight and community support, we are shaping new processes together that achieve better outcomes for customers and communities.

### Evaluation and learning

Together, we have adopted a continuous learning and improvement approach, where we use shared data, feedback and pilot activities to improve outcomes.

A major focus has been driving up the quality and accessibility of CO incident data through the CORA platform, and standardising reporting processes. This way, we and our partners can better understand patterns of CO exposure and identify gaps in support.

Insights from IoT smart alarms and environmental sensors help us understand household conditions and customer behaviour, giving us early indicators of fuel poverty or unsafe living environments.

Our learnings from energy workshops, customer follow-up processes and healthcare referrals are shaping how we can deliver support services more effectively and at greater scale.

The collaboration has also shown the value of cross-sector working, particularly in connecting energy, healthcare, housing and emergency response organisations.

Ultimately, this collaboration has greatly strengthened stakeholder relationships and highlighted many ways to successfully increase CO awareness and customer safeguarding.



## Live projects by commitment

Delivery Partner/Project Title/ PEA Link	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI	Outcomes
<a href="#">Bonanza Creative - Carbon Monoxide Schools' Education 2022 - 2026</a>	Lead GDN: SGN. Supported by: Cadent, NGN & WWU	Sep 22 - Mar 26/Completed	£646,333.44	£2.34/£1	<p><b>Headline impact:</b> 48,175 young people educated on carbon monoxide safety across the UK.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 48,175 children aged 5–11 reached through in-school sessions</li> <li>• 2,460 young people (12–16) engaged through pilot programme</li> <li>• Sustained annual delivery with increasing reach year-on-year</li> <li>• Education supports long-term behavioural change in CO safety awareness</li> </ul>
<a href="#">Scouts - Carbon Monoxide &amp; Energy Efficiency Awareness Programme</a>	Lead GDN: SGN. Supported by Cadent, NGN & WWU	Aug 21 - Mar 26/Completed	£523,400.00	£3.34/£1	<p><b>Headline impact:</b> 345,162 young people improved awareness of CO safety, with 130,642 engaged on energy efficiency.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 345,162 young people reached on CO awareness</li> <li>• 130,642 engaged on energy efficiency behaviours</li> <li>• 54,079 CO safety badges awarded</li> <li>• 905 volunteers trained via Think CO programme</li> <li>• National recognition through Business Charity Awards 2026 shortlist</li> </ul>
<a href="#">Gas Safe Charity - Think CO App Development</a>	Lead GDN: SGN. Supported by Cadent, NGN & WWU	Mar 23 - Mar 26/Completed	£42,825.00	£1.10/£1	<p><b>Headline impact:</b> Launch of Think CO app supporting digital CO safety awareness.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• App launched on Google Play in November 2025</li> <li>• 188 downloads recorded by March 2026</li> <li>• Provides accessible CO safety information to wider audiences</li> </ul>



## Live projects by commitment

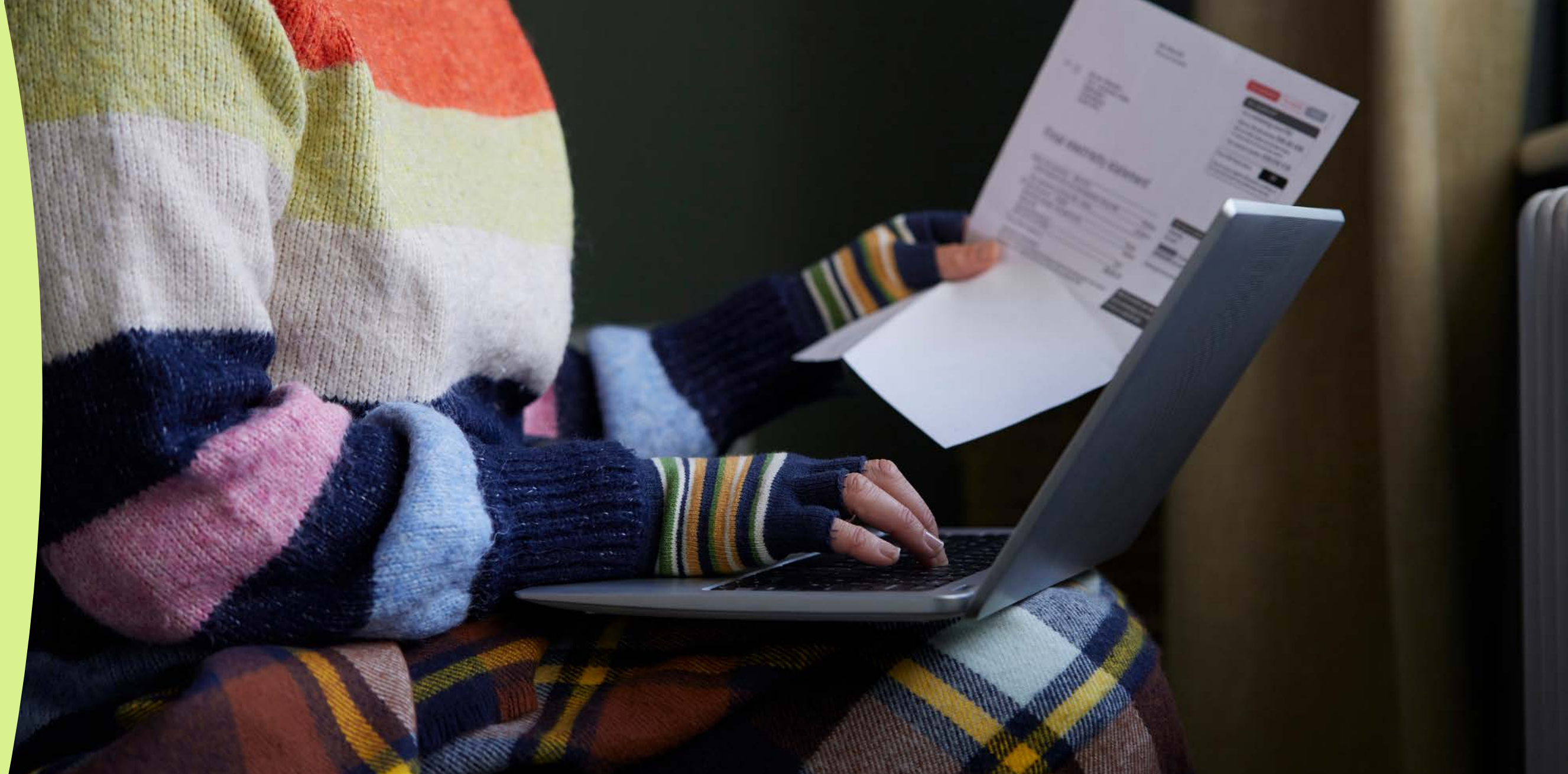
Delivery Partner/Project Title/ PEA Link	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI	Outcomes
<a href="#">Improving Performance in Practice (iPiP) - Preventing Harm from Environmental Exposure to Carbon Monoxide (PHECO) - E-Learning for Health</a>	Lead GDN: Cadent. Supported by NGN, SGN & WWU	Jan 24 - Mar 26/Completed	£363,639.00	£9.58/£1	<p><b>Headline impact:</b> E-learning programme developed to educate healthcare professionals on CO exposure risks.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Four specialist modules created covering key vulnerable groups including pregnancy, emergency care, older people, people living with dementia, medical examiners, and general CO awareness</li> <li>• Programme expected to reach approximately 50,000 healthcare professionals</li> <li>• 96% of users found content useful and relevant</li> <li>• Strengthens early identification and prevention of CO harm</li> </ul>
<a href="#">Eleven Miles - Collaborative GDN Winter &amp; Summer Awareness Campaigns</a>	Lead GDN: Cadent. Supported by NGN, SGN & WWU	Apr 23 - Mar 26/Completed	£1,323,170.59	£140/£1	<p><b>Headline impact:</b> National campaigns reached over 21 million customers on CO safety.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 21,360,737 reached on CO awareness</li> <li>• 4,356,176 reached on PSR messaging</li> <li>• Demonstrated significant scalability through digital campaigns</li> <li>• Supports national behaviour change and awareness</li> </ul>
<a href="#">CO Partnership Ecosystem</a>	Lead GDN: Cadent. Supported by NGN & SGN (WWU Data sharing only)	Apr 25 - Mar 26/Completed	£636,056.00	£2.76/£1	<p><b>Headline impact:</b> Expanded CO Partnership Ecosystem delivering multi-partner CO safety interventions.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Smart alarm installations and safeguarding workshops delivered</li> <li>• Improved data capture and platform development</li> <li>• Strengthened multi-agency collaboration</li> <li>• Supports long-term sustainable delivery and CO awareness</li> </ul>
<a href="#">Raising CO Awareness using Augmented Reality</a>	Lead GDN: NGN. Supported by Cadent, SGN & WWU	Oct 23 - Apr 25/Completed	£80,000.00	£3.51/£1	<p><b>Headline impact:</b> 2,988 individuals reached through innovative engagement.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 747 CO awareness surveys completed</li> <li>• Delivered across four universities across GDN networks</li> <li>• Innovative use of augmented reality targeting university students</li> <li>• Demonstrates new engagement approaches</li> </ul>



# Fuel poverty and energy affordability

Fuel poverty continues to be one of the most pressing challenges for households who are struggling to maintain a warm, safe and healthy home.

For many customers, high energy costs, low income and inefficient housing do not sit in isolation; they combine to create wider pressures on health, wellbeing and day-to-day resilience.



Through our fuel poverty and energy affordability programmes, we continue to provide practical support that helps customers adequately heat their homes, achieve affordable warmth and reduce the health and wellbeing impacts of living in cold or inefficient housing.

Our flagship project with National Energy Action (NEA) remains central to this work, combining energy advice, income maximisation, referral pathways and wellbeing support to tackle fuel poverty in a joined-up way and help improve health outcomes.

During RIIO-GD2, our model has evolved to better reach households facing complex vulnerability, poor health, financial hardship or barriers to support, using trusted partners to identify need and tailor interventions.

These insights will inform our RIIO-GD3 approach, helping us target support where it delivers the greatest benefit for customers and communities.

## Collaborative RIIO-GD2

**14** Fuel poverty and energy affordability projects

**£30.8m** investment to date

Over **1m** households reached (excluding campaigns)



# Fuel crisis support

Households are being pushed to the brink of financial hardship by the energy crisis, with those on pre-payment meters hit hardest. When the money runs out, the power simply stops, leaving vulnerable families in cold, dark homes until support like this fuel voucher service steps in.

## Project at a glance:

<b>Lead GDN:</b>	SGN
<b>Participating GDNs:</b>	Cadent, NGN, SGN and WWU
<b>Duration:</b>	January 2022 – March 2026
<b>Investment:</b>	£1,650,000
<b>Forecasted SROI:</b>	£2.88 per £1 investment
<b>Status:</b>	Complete



## Why we're working together

As the fuel crisis deepened into a wider cost of living emergency, increasing numbers of households struggled to afford essential energy.

Those on prepayment meters were disproportionately affected, often self disconnecting when they ran out of credit. Fuel Bank Foundation provides vital, same-day emergency support through fuel vouchers, helping families restore heat and power at critical moments.

Building on the existing relationship with SGN, all four gas networks came together in winter 2021 to make a collective £500,000 contribution, supporting 8,000 households in immediate fuel crisis.

This partnership expanded in December 2023 to reach a further 12,400 households by March 2026, with additional funding in early 2026 for southern England enabling help for another 1,500 households during the 2026 winter period.

Through this collaborative approach, the gas networks have strengthened the Foundation's capacity, sustaining existing support centres and enabling new ones to open nationwide, ensuring more households in fuel crisis can access timely, practical support.

## Key achievements:

**22,736** households given PSR, CO safety, and energy safeguarding advice

**22,736** emergency fuel vouchers issued to households in energy crisis

## How we're working together

Emergency financial support is provided through same-day fuel vouchers for households struggling to top up prepayment meters, offering immediate relief and helping people in crisis to stabilise their situation.

Alongside this urgent assistance, the networks and Fuel Bank Foundation work together to build longer-term financial resilience and reduce reliance on emergency intervention.

Through its partnerships, the charity supports households not only with immediate energy needs but also with wider advice and interventions such as benefits entitlement checks, budgeting guidance and referrals to specialist support.

This holistic approach addresses the underlying drivers of fuel poverty, helping vulnerable households strengthen their financial stability and lowering the risk of returning to crisis.



## Fuel crisis support (continued)



*My own mental wellbeing was improved by not having to worry; I never let on to my children that I am worried, they know financially it's a struggle towards the end of the month but one way or another I live tight to ensure the kids have hot meals and anything else they need.*

*Getting the fuel voucher took the edge off when I was desperate to top up towards the end of the month."*

Customer



### Partnership and community impact

**By coming together as gas networks, we have increased Fuel Bank Foundation's capacity to support people in fuel crisis through both existing centres and new centres in areas of greatest need.**

Fuel Bank Foundation places itself directly within local communities, working through a nationwide network of more than 850 trusted partners including local authorities, housing associations, food banks and advice organisations, ensuring support reaches people quickly and at the point of crisis.

These partners consistently highlight the value of Fuel Bank Foundation assistance, which provides households with vital breathing space, typically around ten days of energy. This immediate stability maximises the impact of wider community services. Families can cook hot meals from food parcels, wash clothes, keep warm and engage with longer-term support that would otherwise be out of reach.

Since the partnership launched in 2022, we've issued 21,900 crisis vouchers alongside tailored advice, helping thousands of households regain control and reduce the risk of returning to crisis.

### Stakeholder support

**Fuel Bank Foundation uses longitudinal research to measure the impact of support provided to customers.**

In the latest Fuel Crisis Report (December 2025) just under two thirds (65%) of people felt that their mental wellbeing improved as a result of receiving the financial assistance and advice, and 61% reported their physical wellbeing improving. Some 96% of people agreed that receiving the fuel vouchers was a "huge relief" and 93% said the voucher had a very positive influence on stress levels.

Using insights and learnings from people supported by Fuel Bank Foundation and feedback from the partner delivery network, Fuel Bank immersive events have provided an opportunity to give energy industry stakeholders including government and Ofgem a glimpse into the challenges faced by people living in fuel crisis.

### Evaluation and learning

**The Fuel Crisis Report revealed that 56% of households supported by Fuel Bank Foundation had either self disconnected or were relying on emergency credit.**

In response, Fuel Bank Foundation has continued to evolve its advice and support, helping people better understand how to access statutory assistance from their energy supplier. Insights gathered from customers and community partners have also informed regulatory consultations, ensuring lived experience shapes policy discussions and drives improved outcomes for vulnerable energy users.

Around 40% of voucher recipients report having a critical need for fuel, a figure that has remained consistent over time. This refers to situations where energy is essential for health or safety for example, powering medical equipment, maintaining adequate heating to manage health conditions, or meeting other needs that directly affect physical or mental wellbeing. Fuel Bank Foundation's advice increases awareness of the Priority Services Register and deepens understanding of the specific needs of vulnerable groups.

This evidence base creates opportunities to collaborate across the wider energy industry, encouraging suppliers to improve how they identify, support and use information about customers in vulnerable circumstances. Through this work, Fuel Bank Foundation helps ensure that emergency support is paired with long-term, systemic improvements that reduce the risk of households returning to crisis.

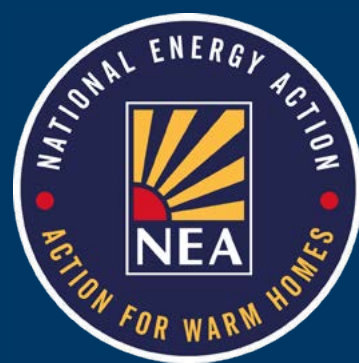


# Warm Homes Healthy Futures

Working in partnership with 26 contracted delivery partners and 500+ health, social care and third sector referral partners, this project has supported people in more than 100 locations across Great Britain

### Project at a glance:

<b>Lead GDN:</b>	Northern Gas Networks (NGN)
<b>Participating GDNs:</b>	Cadent, NGN, SGN and WWU
<b>Duration:</b>	March 2024 – March 2026
<b>Investment:</b>	£12,174,860
<b>Forecasted SROI:</b>	£2.66 per £1 investment
<b>Status:</b>	Complete



## Why we're working together

The Warm Homes Healthy Futures project was developed to address health inequalities and fuel poverty by establishing, coordinating and supporting strong, local energy, and health partnerships across Great Britain.

Acknowledging the intrinsic link between cold homes and poor health outcomes, the aim of this project has been to tackle both issues simultaneously. This project has enabled the development of a national network of energy focused support, targeted locally, to draw upon existing strengths in health service provision. Ultimately, it creates clear routes to support individuals who are exposed to the consequences of living in a cold, damp home.

Combined resources and expertise have provided the opportunity to deliver a more coordinated and effective response. By uniting energy, housing, and healthcare sectors, NEA has been able to establish long-term, systemic solutions rather than just patching immediate problems.

It has been vital that a project of this nature and scale has been supported, due to an ever-changing landscape.



## Key achievements:

**£8.3m** secured in unclaimed benefits

**26,352** people supported with in-depth energy advice and casework

**15,784** people reached through 1,046 community events

## How we're working together

GDNs initially provided NEA with geographical data enabling NEA to specifically target areas where long-term health problems were identified as a significant vulnerability factor.

NEA then aligned its targeting to the NHS's Core20PLUS5 initiative to guide the project and identify and access health sector partnerships.

NEA coordinated the programme across Great Britain alongside local partners, councils and Energy Action Scotland. Health and social care professionals were trained to identify individuals living in cold, damp homes and refer them directly to energy advice services and/or for benefits and income maximisation checks. Practical interventions delivered direct aid, such as winter warmer packs, carbon monoxide alarms, or crisis support. Training and oversight were provided by NEA.

By connecting with many partners, NEA has been able to successfully establish a nationally coordinated, locally delivered network, to address health inequalities and fuel poverty.



## Warm Homes Healthy Futures (continued)

### Peter's story:

Peter experienced multiple health conditions, could not read or write, and was referred to NEA. Through support from NEA and a social prescriber, Peter navigated complex benefit systems, and submitted successful applications for a Blue Badge and a higher rate of PIP.

Peter gained over £31,000 per year in additional finances.



*"I've never had so much help from anyone in my entire life"*

Peter



### Partnership and community impact

During the two-year period, this project has reached 48,000+ people, including 23,652 who were directly supported through in-depth energy advice and casework. More than 38,000 conversations have taken place around CO awareness, PSR and energy efficiency.

Partnerships borne out of this project have embedded energy safeguarding into standard healthcare routines, by connecting health professionals directly into energy and income advice services. The scale of this project has increased exponentially by equipping thousands of health and social care professionals with energy-safeguarding training.

Through targeted household support, the programme has directly assisted thousands of individuals living with physical and mental health conditions. Interventions yielded immediate health improvements with 44.5% of recipients reporting better physical health and 48.7% reporting improved mental wellbeing. In addition, life satisfaction has improved by 39.1%.

Beyond direct delivery, the programme has started to build a practical intelligence base about health needs, referral pathways and prevention opportunities.

### Stakeholder support

GDNs consistently heard from stakeholders throughout the project that greater focus should be given to health-related projects, specifically targeting areas with under-served communities and high levels of deprivation.

Our stakeholders fully supported the potential benefits of integrating energy advice and fuel poverty awareness within the health sector. Research indicated that stakeholders reported affordability as a concern.

Many highlighted the mental and physical health impacts that had been experienced because of the cost of living/fuel crisis, with those living with a health condition being disproportionately affected.





## Warm Homes Healthy Futures (continued)

### Evaluation and learning

**Over the life of the project, robust quantitative and qualitative evidence has been gathered, including lived experience insights and the real-world impacts of support.**

Learning has been actively shared both regionally and nationally through dedicated project conferences, contributions to National Energy Action's (NEA) fuel poverty conferences in England and Wales, targeted stakeholder engagement, and participation in House of Lords events.

The project has achieved national recognition, culminating in a final impact report which highlights how this model can support warmer, healthier homes at scale.

The findings demonstrate that the service is successfully reaching highly vulnerable households and delivering measurable outcomes across financial resilience, health, safety and energy confidence.

The level of need is significant: over 40% of clients live on less than £12,000 per year, and two thirds reported being unable to access support elsewhere, underlining the project's role in addressing a critical gap.

Tangible financial outcomes are evident, with 7,785 benefits checks completed and nearly 39% of clients able to reduce or repay energy debt. There are also marked improvements in living conditions and wellbeing: the proportion of clients unable to keep their home warm reduced from 87% to 60.4%, while 45.6% reported improved ability to manage existing health conditions.

Confidence and capability have also increased, with 68.8% of clients reporting a better understanding of how to manage energy use while maintaining a healthy home. The project's preventative impact extends further, with almost 3,900 professionals trained or made aware of cold-related health risks and carbon monoxide safety.

Collectively, these outcomes demonstrate a service that not only addresses immediate hardship, but also strengthens long-term resilience for households and communities most at risk.





## Live projects by commitment

Delivery Partner/Project Title/ PEA Link	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI	Outcomes
<a href="#">The National Association of Citizens Advice Bureaux - Energy Safeguarding and CO Safety Partnership 2023/24 - 2025/26</a>	Lead GDN: SGN. Supported by NGN & WWU	Apr 23 - Mar 26/Completed	£2,446,627.50	£5.53/£1	<p><b>Headline impact:</b> 25,432 households supported, generating £17.5m in financial gains.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 25,432 households supported with advice and interventions</li> <li>• 8,319 benefitted from full support of Citizen's Advice established Energy Advice Programme</li> <li>• 6,005 CO and energy advice packs distributed (including CO alarms)</li> <li>• Strong year-on-year delivery and impact consistency</li> </ul>
<a href="#">Fuel Bank Foundation - Fuel Crisis Support</a>	Lead GDN: SGN. Supported by Cadent, NGN & WWU	Jan 22 - Mar 26/Completed	£1,650,000.00	£2.88/£1	<p><b>Headline impact:</b> 22,736 households supported through energy crisis interventions.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Emergency energy vouchers provided to households in crisis</li> <li>• Additional support provided for energy debt</li> <li>• Integrated delivery of CO safety, PSR awareness and energy advice</li> <li>• Supports households facing acute financial hardship</li> </ul>
<a href="#">MyBnk - Financial Inclusion &amp; Energy Safeguarding School's Programme</a>	Lead GDN: SGN. Supported by Cadent, NGN & WWU	Mar 22 - Aug 25/Completed	£377,000.00	£15.53/£1	<p><b>Headline impact:</b> 8,177 young people reached with the fuel finance programme</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Financial education delivered to young people at risk</li> <li>• Programme supports long-term financial resilience</li> <li>• Delivered across multiple GDN regions</li> <li>• Builds early awareness of energy costs and management</li> </ul>
<a href="#">National Energy Action (NEA) - Warm Homes Healthy Futures</a>	Lead GDN: NGN. Supported by Cadent, SGN & WWU	Mar 24 - Mar 26/Completed	£12,190,860.01	£2.66/£1	<p><b>Headline impact:</b> 33,601 households supported, generating £8.3m in unclaimed benefits for households</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 31,963 beneficiaries received CO, energy efficiency and PSR awareness</li> <li>• 8,584 supported with income maximisation and benefits advice</li> <li>• 2,433 PSR registrations generated</li> <li>• 777 supported with essential gas appliance servicing</li> <li>• Strong cross-network collaboration delivering health and warmth outcomes</li> </ul>



## Live projects by commitment

Delivery Partner/Project Title/ PEA Link	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI	Outcomes
<a href="#">Severn Wye Energy - Reach out - Energy Support</a>	Lead GDN: WWU. Supported by Cadent	Apr 24 - Mar 26/Completed	£1,400,000.00	£12.36/£1	<p><b>Headline impact:</b> 8,160 individuals directly supported.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Targeted support delivered to vulnerable households</li> <li>• 3,664 individuals engaged on PSR awareness</li> <li>• 746 PSR referrals completed</li> <li>• Demonstrates effective localised delivery and impact</li> </ul>
<a href="#">IE Hub - Income and Expenditure Hub, support for customers in vulnerable circumstances and financial difficulties</a>	Lead GDN: Cadent. Supported by NGN, SGN & WWU	Jul 24 - Mar 26/Completed	£743,932.00	£4.73/£1	<p><b>Headline impact:</b> Large-scale delivery supporting over 189,000 customers.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 189,933 customers received benefits and income maximisation advice</li> <li>• 30,760 received energy efficiency support</li> <li>• 54,916 received CO awareness guidance</li> <li>• 54,916 engaged on PSR benefits</li> </ul>
<a href="#">Make Life Better</a>	Lead GDN: Cadent. Supported by SGN	Jan 25 - Mar 26/Completed	£205,000.00	£29.86/£1	<p><b>Headline impact:</b> 691 customers supported with in-depth benefits and income maximisation advice.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Targeted support for vulnerable and crisis customers</li> <li>• Delivered through partner network</li> <li>• Early-stage project demonstrating strong foundations</li> <li>• Supports identification of hard-to-reach households</li> </ul>
<a href="#">YMCA - Cost of Living Project</a>	Lead GDN: Cadent. Supported by SGN & WWU	Jan 25 - Feb 26/Completed	£1,392,800.00	£19.81/£1	<p><b>Headline impact:</b> 272,371 individuals reached through 364,934 interactions.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Training delivered to frontline staff on CO, PSR and energy</li> <li>• Holistic support focused on wellbeing and life skills</li> <li>• Strengthened frontline service capability</li> <li>• Long-term impact on resilience and employability</li> </ul>



## Live projects by commitment

Delivery Partner/Project Title/ PEA Link	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI	Outcomes
<a href="#">Shelter - Working together to prevent homelessness and to support people to thrive in their home environment</a>	Lead GDN: WWU. Supported by Cadent, NGN & SGN	Dec 24 - Dec 25/Completed	£1,121,711.55	£42.83/£1	<p><b>Headline impact:</b> 12,155 individuals directly supported to prevent homelessness.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Integrated housing and energy support provided</li> <li>• 829 referrals to Shelter's specialist helpline services</li> <li>• Supports sustainable housing outcomes</li> </ul>
<a href="#">Warm Homes Network - fuel poverty partner ecosystem 2023 to 2026</a>	Lead GDN: Cadent. Supported by NGN	Apr 23 - Mar 26/Completed	£5,978,629.75	£15.81/£1	<p><b>Headline impact:</b> 25,000 people supported with £88m financial benefits delivered.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• CO and PSR awareness delivered alongside support</li> <li>• Strengthened partner ecosystem approach</li> <li>• Demonstrates integrated service delivery</li> <li>• Foundation for future partnership expansion</li> </ul>
<a href="#">NEA and The Wise Group - Warm and Safe Homes 2025-2026</a>	Lead GDN: SGN. Supported by NGN	Apr 25 - Mar 26/Completed	£310,323.08	£4.14/£1	<p><b>Headline impact:</b> 1,745 households supported through targeted interventions.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 107 households supported via hardship funds</li> <li>• Energy advice delivered to vulnerable households through collaborative partnership</li> <li>• Supports those in fuel poverty at immediate financial risk</li> </ul>



# Supporting priority customer groups

This year, our work to support priority customer groups has continued to evolve, with projects focused on reaching customers who are eligible for the Priority Services Register (PSR) and may benefit from additional help to stay safe, warm and well at home.



We recognise that customers on the PSR do not all need the same type or level of support. By working through trusted organisations embedded in local communities, we can offer more tailored, practical assistance to people living in vulnerable situations.

Our approach continues to be shaped with partners and vulnerable customer groups, helping us develop support that is both meaningful and cost-effective. These relationships enable us to identify PSR-eligible households more effectively, build confidence in energy-related support, and extend our reach into communities that may otherwise be harder to engage.

As we prepare for the transition to RIIO-GD3, new collaborative partnerships, including those with Alzheimer’s Society and the Royal Association for Deaf People, are broadening the channels available to reach customers with more specific needs.

By strengthening our community connections in this way, we are helping to build trust, improve accessibility, and support more people to maintain safe and warm homes.

## Collaborative RIIO-GD2

**17** supporting priority customer groups projects

**£19.7m** investment to date

Over **500,000** customers supported (excluding campaigns)



# Alzheimer's Society Partnership

This partnership has delivered a coordinated one-year support programme across participating GDN network areas, through the Alzheimer's Society's Community Dementia Advisors (CDAs).

## Project at a glance:

<b>Lead GDN:</b>	Cadent
<b>Participating GDNs:</b>	Cadent, SGN and WWU
<b>Duration:</b>	April 2025 – March 2026
<b>Investment:</b>	£1,129,104
<b>Forecasted SROI:</b>	£2.71 per £1 investment
<b>Status:</b>	Complete



## Why we're working together

Dementia currently affects around 944,000 people across the UK and this figure is expected to rise to 1.6 million by 2040.

Alzheimer's Society and the participating Gas Distribution Networks (GDNs) recognise that those living with dementia are particularly vulnerable to fuel poverty, carbon monoxide (CO) risks and energy insecurity.

Many of those supported through the project are over 70 and spend significant amounts of time at home. They therefore use more energy and are potentially more exposed to unsafe heating or cooking appliances.

Dementia also contributes to digital exclusion, making it harder to access advice and support online.

Through this partnership, Cadent, SGN and Wales & West Utilities are working with Alzheimer's Society to provide face-to-face support so that people living with dementia remain safe, warm and independent in their own homes.



## Key achievements:

**924** Community Dementia Advisors upskilled to talk to clients across the UK about CO safety, energy efficiency and the PSR.

**27,000** families nationwide received energy safeguarding and income maximisation support

A strong, lasting partnership was established between GDNs and Alzheimer's Society

## How we're working together

Our Community Dementia Advisors (CDAs) work closely with families affected by dementia and, with our support, now help them navigate energy affordability, gas safety and household safety challenges.

Through our funding, Energy Project Plus has been educating these advisors to provide practical advice around energy efficiency, benefit entitlement, CO safety and tariff support.

Community Dementia Advisors deliver sessions covering these topics at dementia cafés, home visits and community engagement activities.

Vulnerable households can also access free gas safety checks, CO awareness support and safety measures such as locking cooker valves, helping people with dementia safely maintain their independence at home.

The partnership also shares awareness messages through local networks and social media channels to reach communities more widely.



## Alzheimer's Society Partnership (continued)



*Our partnership with the UK's GDNs is helping us reach even more people affected by dementia with life-saving support.*

*By investing in frontline roles, this partnership helps us provide vital dementia support, prevent crisis and develop our work with communities who previously had little or no access to help. This vital energy advice helps keep people safe, warm, and well."*

**Danielle Cooper**

Head of Local Services, Alzheimer's Society

### Partnership and community impact

**The main aim of the collaboration is to help those living with dementia feel safer, warmer and more financially secure at home.**

Through trusted face-to-face engagement, the project supports people who may otherwise struggle to find support.

We've upskilled 924 Community Dementia Advisors with CO safety, energy efficiency and Priority Services Register (PSR) knowledge. They in turn have provided energy safeguarding and income maximisation support to 21,822 families nationally, including 1,510 households across southern England and 2,952 in Wales.

In addition, 3,031 households received tailored energy efficiency advice, with 395 of these in southern England and 940 in Wales.

These figures are all much higher than anticipated, thanks to the passion and commitment of the Alzheimer's Society team - and how relevant this information is to the people they support each day. As an example, the original target for advice sessions was just 19,028.

By combining dementia support with energy safeguarding, this collaboration is improving wellbeing, reducing financial stress and helping vulnerable households remain safe and independent for longer.

### Stakeholder support

**The project brings together Alzheimer's Society, Cadent, SGN, Wales & West Utilities and Energy Project Plus to provide specialist support for people living with dementia.**

Our stakeholders recognise the very strong links between vulnerability, fuel poverty, energy safety and wellbeing. This collaborative approach combines trusted community engagement with practical energy safeguarding interventions.

The partnership greatly benefits from the established relationships the Community Dementia Advisors have built with families, reaching people who might otherwise have remained isolated or digitally excluded.

### Evaluation and learning

This project is being evaluated through a combination of quantitative outputs and feedback from clients and partners.

Success measures include the number of customers receiving energy efficiency advice, CO awareness support, benefit entitlement guidance and PSR sign ups, alongside the completion of specialist training modules by Community Dementia Advisors.

We have exceeded all targets in reaching people with energy efficiency and CO awareness advice, income maximisation support and PSR sign ups.

We have also outperformed estimates on tariff support, grant applications and safety interventions.

Further feedback will help us understand the wider social impact of the project, and we are gathering measures around reduced financial stress, confidence in managing household energy, and feelings of safety and comfort at home.

Our learnings will help partners better understand how tailored, face-to-face support can improve outcomes for those living with dementia, particularly those who are vulnerable to fuel poverty.

These insights will inform new ways to continue delivering energy safeguarding through health and community support.



# Empowered by Energy

Together with NEA we train trusted community energy ambassadors within refugee and asylum seeker groups, helping newcomers understand the UK energy market, use unfamiliar heating safely, and know where to turn for support to keep their homes warm, safe and welcoming.

## Project at a glance:

<b>Lead GDN:</b>	SGN
<b>Participating GDNs:</b>	NGN and SGN
<b>Duration:</b>	April 2024 – March 2026
<b>Investment:</b>	£88,913
<b>Forecasted SROI:</b>	£1.60
<b>Status:</b>	Complete



## Why we're working together

People arriving in Britain as asylum seekers or refugees face significant challenges. They are disproportionately affected by unemployment and poor-quality housing, increasing their risk of fuel poverty.

Language barriers and cultural differences can also limit access to energy advice and support.

Working with National Energy Action and trusted community partners such as Apna Ghar Minority Ethnic Women's Centre, the Red Cross Portsmouth, and the Scottish Refugee Council, targeted support is delivered directly to refugee and asylum-seeking communities. Following a successful two-year programme across SGN, the initiative expanded into a joint effort with Northern Gas Networks through to March 2026.

Through a mix of face-to-face and online workshops, the programme builds practical skills and confidence, helping communities become more resilient, self-supporting, and better equipped to stay warm and safe at home.



## Key achievements:

**326** refugees and asylum seekers given direct energy advice

**2,225** households reached with energy advice via Energy Champions

Increased awareness of Priority Services Register and CO safety across this marginalised community

## How we're working together

We've been delivering face-to-face and online energy efficiency workshops for small groups of refugees and asylum seekers, with translators available when needed.

Each group attends three tailored sessions covering topics such as preventing condensation and damp, understanding carbon monoxide risks, and reading energy bills.

Additional guidance focuses on using heating controls effectively, reducing energy use without losing comfort, and adopting simple behavioural changes that help lower costs.

The workshops provide a safe, trusted space for participants to ask questions, share experiences and build confidence in managing their home energy use. By working closely with community organisations, the programme ensures culturally appropriate delivery and supports longer-term engagement with energy advice services.



## Empowered by Energy (continued)



*Thank you again for delivering such a fantastic set of workshops with our volunteers at The Comfrey Project.*

*Many of them are our Sustainability Champions, who share their skills within their communities, so your session was a valuable and practical addition to their knowledge."*

**Comfrey Project**  
Gateshead



### Partnership and community impact

**Since 2024, 326 newly-settled refugees have taken part in interactive energy awareness workshops designed to build confidence and practical skills.**

By empowering volunteers within these communities, the programme helps individuals not only advocate for their own needs but also support friends, family members and neighbours facing the challenges of living in cold or unsafe homes.

Workshops cover gas and carbon monoxide safety, recognising the importance of providing clear, accessible information in the right language. Participants learn how to spot risks, seek help and share vital safety messages within their networks.

Through close collaboration with community organisations, the programme ensures culturally sensitive delivery and strengthens long-term engagement. Vulnerable households are also supported to access energy advice services, including income maximisation, fuel debt support and energy vouchers, as well as how to sign up to the Priority Services Register.

This approach builds resilient, informed communities equipped to stay warm and safe.

### Stakeholder support

**The programme embeds itself within established refugee support networks, including weekly English classes, enabling trusted, consistent engagement.**

Workshops have proved highly popular, with additional organisations requesting sessions. SGN's and NGN's stakeholders recognise the strong links between vulnerability, fuel poverty, energy safety and wellbeing, and value this collaborative approach.

By working through familiar community settings, the project reaches people who might otherwise remain isolated, ensuring accessible safety messaging, especially on gas and carbon monoxide, is in the right language.

### Evaluation and learning

**This project is evaluated through quantitative outputs and feedback from participants and partner organisations.**

Success is measured through the number of refugees and asylum seekers taking part in the workshops where they receive tailored energy efficiency guidance, carbon monoxide safety information, income maximisation support and referrals to wider services. Across every measure, the programme has exceeded its targets, demonstrating strong reach and impact.

Feedback from workshops highlights how vital this information is, with many refugees reporting they had not received such guidance through any other route.

Participants consistently describe increased confidence in managing their home energy, recognising risks and seeking support when needed. Survey results show 100% satisfaction with workshop content, and 98% of attendees felt better informed about carbon monoxide dangers and how to reduce risk.

Learning from the programme reinforces the value of embedding delivery within trusted community networks, including weekly English classes, which strengthens engagement and accessibility. Demand has grown, with additional organisations requesting sessions.

These insights will shape future approaches, helping partners refine how culturally tailored, face-to-face support can reduce fuel poverty risks and improve safety, wellbeing and resilience within refugee communities.



# Digital Priority Services Register Campaign

## Project at a glance:

<b>Lead GDN:</b>	Wales & West Utilities (WWU)
<b>Participating GDNs:</b>	WWU and SGN
<b>Duration:</b>	November 2023 – March 2026
<b>Investment:</b>	£199,507.46
<b>Forecasted SROI:</b>	£26.08
<b>Status:</b>	Complete



## Why we're working together

Raising awareness of support services and identifying customers in vulnerable situations remains a key priority across our networks.

Many households eligible for the Priority Services Register (PSR), particularly those who are elderly, living with long-term health conditions, or supporting others in a caring role, can be difficult to reach through traditional engagement approaches.

Paid media activity provides an opportunity to engage these customers at scale, using targeted and accessible digital channels. By working collaboratively, WWU and SGN have been able to test and optimise digital approaches across different regions and audiences, ensuring that messaging is relevant, inclusive and reaches those most in need.

This approach supports our wider ambition to increase awareness of the Priority Services Register and other safeguarding services, ensuring customers are aware of the support available to help them stay safe, warm and independent in their own homes.



## Key achievements:

Over **9.1m impressions** delivered

**18,479** PSR referrals (WWU only)

Over **9.1m individuals** reached

## How we're working together

The campaign used a multichannel approach, and was delivered across several platforms, including Facebook and Instagram (via Meta), YouTube, and Google's Demand Generation advertising formats.

Activity focused on targeted audience segments such as elderly individuals, carers, parents, and those with long-term health conditions.

WWU prioritised lead-generation activity via Meta lead forms, ensuring direct sign-ups to the PSR, while SGN focused on delivering a high volume of impressions and directing engaged traffic to [thePSR.co.uk](https://www.thePSR.co.uk). This combined approach resulted in the highest volume of traffic ever recorded on the national platform.

Video-led creative formed the core of campaign delivery, supported by ongoing testing and optimisation to ensure messaging resonated with each audience. Retargeting activity, using in-platform engagement signals, helped to re-engage customers who had already shown interest and guide them further along their journey.

This flexible and collaborative approach ensured that delivery remained responsive to performance insights, with budget and activity continuously refined to maximise impact.



## Digital Priority Services Register Campaign (continued)



### Partnership and community impact

**The campaign delivered significant social impact reaching millions of customers and generating engagement across both networks, connecting vulnerable customers with support services at scale.**

WWU successfully generated 18,479 direct leads, enabling tangible follow-up and support for households in need. SGN drove large-scale awareness and engagement, reaching 1.8 million people and generating substantial website traffic, indicating strong interest in available services.

By targeting specific audience groups and tailoring design accordingly, the campaign successfully engaged customers who may otherwise not have accessed support. This has contributed to increased awareness of services, improved accessibility, and stronger pathways for vulnerable households to receive help.

The scale and efficiency achieved demonstrate the value of digital engagement in complementing existing outreach and partnership activity across our networks.

### Stakeholder support

**This campaign has been delivered through strong collaboration with media delivery partners, alongside internal stakeholder and communications teams, ensuring alignment with wider strategic priorities and a clear focus on customer need.**

Ongoing engagement, including regular performance reporting and optimisation reviews, has provided transparency and enabled continuous improvement throughout delivery. Stakeholder feedback has been consistently positive, particularly in relation to the reach, volume, and quality of engagement achieved, demonstrating strong support for the campaign's approach and outcomes.

### Evaluation and learning

**This activity has reinforced the importance of combining strong creative, clear audience targeting, and defined platform roles to deliver meaningful outcomes.**

Creative designs were a key driver of performance. Video-led assets, alongside refreshed messaging, significantly improved engagement rates and conversion outcomes. Campaigns which aligned messaging closely to audience needs saw the strongest results, particularly among elderly customers and carers.

Audience insights have highlighted the continued effectiveness of targeting elderly customers as a core group, while also demonstrating increased opportunity within parent and carer segments when supported by tailored messaging.

From a delivery perspective, optimising towards meaningful actions—such as leads or landing page views—proved more effective than focusing on clicks alone, providing a stronger indicator of customer intent.

The campaigns also demonstrated the value of different platform roles. Lead generation activity enabled direct and measurable outcomes, while video and Demand Generation channels played an important role in building awareness and driving initial engagement.

These learnings will inform future campaigns, with a continued focus on creative development, audience refinement and improving visibility of customer outcomes to further strengthen impact.



*Working collaboratively, we delivered a campaign that exceeded traffic and engagement targets while reaching key audiences at scale.*

*The results demonstrate the power of data-led planning, effective creative, and audience-focused optimisation to drive meaningful engagement and campaign outcomes"*

Crunch Digital Media



## Live projects by commitment

Delivery Partner/Project Title/ PEA link	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI	Outcomes
<a href="#">SCOPE - Disability Energy Support (DES)</a>	Lead GDN: SGN. Supported by Cadent, NGN & WWU	Apr 22 - Mar 26/Completed	£3,515,000.00	£7.03/£1	<p><b>Headline impact:</b> 38,676 disabled households supported through specialist disability energy support.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 22,417 customers received tailored DES support</li> <li>• 16,259 supported via Scope advice line</li> <li>• 10,160 households supported through DES in year five alone</li> <li>• 6,393 CO awareness conversations</li> <li>• Customers provided with fuel vouchers (1,941), CO alarms (2,043), and heated throws (1,514)</li> <li>• Performance Marketing Awards 2026 - Positive Impact with Scope</li> </ul>
<a href="#">Marie Curie - Energy Safeguarding and Tackling Fuel Poverty for Terminally ill people</a>	Lead GDN: SGN. Supported by Cadent, NGN & WWU	Sep 22 - Mar 26/Completed	£2,060,019.75	£12.22/£1	<p><b>Headline impact:</b> 8,569 people supported via ESOs, delivering over £6.4m in financial gains.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Specialist support for customers during end of life care</li> <li>• 20,609 benefits checks completed</li> <li>• 9,337 PSR conversations delivered</li> <li>• High-value income maximisation impact for households facing additional fuel costs</li> </ul>
<a href="#">Age UK/Age Cymru/Age Scotland - Energy Safeguarding Partnership</a>	Lead GDNs: SGN & WWU. Supported by Cadent & NGN	Feb 23 - Mar 26/Completed	£2,554,886.25	£26.12/£1	<p><b>Headline impact:</b> 117,846 older customers directly supported across the partnership.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 846,127 benefit checks and online calculations</li> <li>• 7,461 customers engaged on PSR awareness</li> <li>• 108 community workshops and 1,680 welfare support provided in Scotland</li> <li>• Strong national reach across older and vulnerable populations</li> </ul>
<a href="#">Kidney Care UK - Safe and Warm: Providing a Critical Lifeline to Dialysis Patients Across the UK</a>	Lead GDN: WWU. Supported by Cadent, NGN & SGN	Mar 24 - Mar 26/Completed	£2,577,376.62	£16.45/£1	<p><b>Headline impact:</b> 20,624 individuals supported, with £2.7m financial savings achieved.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Targeted support for dialysis and Chronic Kidney Disease (CKD) patients</li> <li>• 17,229 patients with CKD supported</li> <li>• 7,720 patients supported through telephone support line</li> <li>• Significant income maximisation for vulnerable customers</li> </ul>



## Live projects by commitment

Delivery Partner/Project Title/ PEA link	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI	Outcomes
<a href="#">Strata Nostra - The Carents Room Phase 2</a>	Lead GDN: NGN. Supported by Cadent	Apr 24 - Mar 26/Completed	£1,952,288.00	£62.03/£1	<p><b>Headline impact:</b> Over 4 million people reached through Carents platform over GD2</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• High levels of PSR referrals and CO awareness activity</li> <li>• 2 million pharmacy bags distributed each year</li> <li>• 7,000 GP resource packs provided each year to every GP surgery</li> <li>• Extensive reach with PSR, CO , energy efficiency and locking cooker valve information</li> <li>• Demonstrates strong reach and preventative impact for carers</li> </ul>
<a href="#">Mental Health UK - Energy Safeguarding and tackle Fuel Poverty for people with Mental Health</a>	Lead GDNs: SGN & WWU. Supported by Cadent & NGN	Feb 24 - Mar 26/Completed	£667,652.50	£9.07/£1	<p><b>Headline impact:</b> 7,654 individuals supported, delivering £3.4m financial gains.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Specialist support for customers with mental health needs</li> <li>• 453 PSR referrals completed</li> <li>• Strong growth in delivery between years</li> </ul>
<a href="#">Maggie's Centres - Safe and Warm</a>	Lead GDN: Cadent. Supported NGN & SGN	Nov 22 - Mar 26/Completed	£317,376.00	£18.82/£1	<p><b>Headline impact:</b> Over 150,000 customers supported with benefits and income maximisation advice.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 2,274 received energy efficiency advice</li> <li>• 14,175 received carbon monoxide advice</li> <li>• 14,056 engaged on PSR awareness</li> <li>• Support provided via specialist cancer support centres</li> </ul>
<a href="#">National Energy Action – Warm Welcome</a>	Lead GDN:NGN. Supported by SGN	Jul 24 - Mar 26/Completed	£164,473.06	£11.93/£1	<p><b>Headline impact:</b> Community-based support delivered through events and outreach.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 959 community events delivered</li> <li>• 263 family engagement activities</li> <li>• £36k financial gains achieved</li> <li>• 559 professionals trained on energy, CO and PSR awareness</li> </ul>



## Live projects by commitment

Delivery Partner/Project Title/ PEA link	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI	Outcomes
<a href="#">National Energy Action - Empowered by Energy</a>	Lead GDN:SGN. Supported by NGN	Apr 24 - Mar 26/Completed	£88,912.50	£1.60/£1	<p><b>Headline impact:</b> 326 refugees trained as energy ambassadors reaching 2,225 households.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Builds community-led delivery model</li> <li>• Delivers CO, PSR and energy awareness</li> <li>• Supports integration of vulnerable groups</li> <li>• Scalable peer-to-peer approach</li> </ul>
<a href="#">MyBnk - Fuelling Financial Independence</a>	Lead GDN:SGN. Supported by Cadent	Nov 21 - Mar 26/Completed	£1,153,157.00	£2.27/£1	<p><b>Headline impact:</b> 3,286 young people supported with financial capability skills.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Focus on care leavers and at-risk young people</li> <li>• 1,958 achieved a Level 1 qualification in Money Management</li> <li>• 1,045 achieved an SCQF Level 4 qualification in Personal Money Management</li> <li>• Supports independence and long-term financial resilience</li> </ul>
<a href="#">Crunch - PSR Digital Media Campaign</a>	Lead GDN: WWU. Supported by SGN	Nov 23 - Mar 26/Completed	£199,507.46	£17.33/£1	<p><b>Headline impact:</b> 1.95 million reached, generating over 18,479 PSR sign-ups.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• High-impact digital campaign delivery</li> <li>• 9.1 million impressions achieved</li> <li>• Demonstrates strong conversion effectiveness</li> <li>• Supports scalable PSR engagement</li> </ul>
<a href="#">Carers Trust - Alleviating Unpaid Carers from Fuel Poverty</a>	Lead GDN: WWU. Supported by Cadent, NGN & SGN	Apr 24 - Mar 26/Completed	£4,075,770.79	£42.03/£1	<p><b>Headline impact:</b> 33,015 individuals directly supported, delivering £25.6m financial savings.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 1.5 million people indirectly supported</li> <li>• 3,093 PSR referrals completed</li> <li>• Targeted support for unpaid carers</li> <li>• Significant financial and wellbeing impact</li> </ul>



## Live projects by commitment

Delivery Partner/Project Title/ PEA link	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI	Outcomes
<a href="#">Alzheimer's Society - Alzheimer's Society</a>	Lead GDN: Cadent. Supported by SGN & WWU	Apr 25 - Mar 26/Completed	£1,129,104.00	£2.71/£1	<p><b>Headline impact:</b> Over 37,000 individuals supported with tailored energy advice.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 23,000 reached with CO, energy and PSR awareness</li> <li>• Income maximisation and tariff support delivered</li> <li>• Supports people living with dementia</li> <li>• Improves safety and independence</li> </ul>
<a href="#">Royal Association for Deaf People (RAD) – Collaborative</a>	Lead GDN: Cadent. Supported by WWU	Apr 25 - Mar 26/Completed	£194,721.59	£8.20/£1	<p><b>Headline impact:</b> Over 6,000 advice engagements delivered across partnership.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• Income maximisation interventions provided</li> <li>• 294 PSR registrations supported</li> <li>• Improved accessibility of services</li> <li>• Supports inclusive service delivery</li> </ul>
<a href="#">Caribbean &amp; African Health Network</a>	Lead GDN: Cadent. Supported by SGN	Aug 25 - Mar 26/Completed	£275,837.78	£8.99/£1	<p><b>Headline impact:</b> Over 42,000 people supported through coordinated advice and practical advice.</p> <p><b>Key outputs:</b></p> <ul style="list-style-type: none"> <li>• 526 supported with income maximisation and benefits advice</li> <li>• Over 9,000 supported with energy efficiency advice</li> <li>• CO and PSR awareness raised at scale</li> <li>• 200 heated throws and warms packs distributed</li> <li>• Improves health and financial outcomes</li> </ul>



# Looking ahead

As RIIO-GD2 draws to a close, GDNs have continued to work collaboratively to maximise the impact of the Vulnerability and Carbon Monoxide Allowance for customers across our networks, while also helping to shape the future direction of delivery.

Over the course of the price control, collaboration has enabled networks to strengthen delivery, bring partners together and scale support more consistently across Great Britain. Crucially, this has supported vulnerable communities to maintain safer, warmer homes during a particularly challenging period for many customers. This has helped reduce the postcode lottery for customers by extending access to trusted services, sharing learning across networks and creating stronger foundations for national approaches where these deliver the greatest value.

Experience gained through RIIO-GD2 has provided important insight into what works well, where collaborative delivery creates the greatest benefit and how support can achieve the highest impact for vulnerable households. Networks have seen the value of earlier and deeper partnership working, clearer governance, stronger evidence gathering and more consistent approaches to monitoring outcomes.

These lessons have informed planning for the next phase of delivery and have helped ensure that future arrangements build on the strengths of RIIO-GD2 while responding to areas where greater clarity, consistency and efficiency are needed.

Under RIIO-GD3, which runs from 1 April 2026 to 31 March 2031, Ofgem's final determination set the framework for the next five years of delivery, including a sector-wide vulnerability allowance of £165m. The new period also brings a stronger expectation that some support activity will be embedded within core business operations, helping to move vulnerability and carbon monoxide safety further into day-to-day delivery rather than treating them as standalone initiatives.

Alongside this, updated governance arrangements and associated guidance provide a clearer framework for how networks should deliver support, demonstrate value for consumers and align activity with wider regulatory expectations. This next phase is intended to maintain focus on customers who face ongoing vulnerability, while also ensuring that delivery remains efficient, targeted and responsive to changing consumer need.

Recognising the importance of continuity between price controls, the GDNs also developed a transition plan to manage the change from RIIO-GD2 into RIIO-GD3. The plan was designed to acknowledge and mitigate the risks associated with the changeover period, including the potential for disruption to established services, uncertainty while new governance arrangements

were finalised and the need to provide confidence to delivery partners and stakeholders. By taking a coordinated approach, networks aimed to protect momentum, preserve the benefits created through collaborative programmes and support a smooth start to the new control period.

The transition approach was supported by Ofgem and stakeholders and has helped networks navigate the move into RIIO-GD3 in a structured and pragmatic way. It has also created space to establish early projects, maintain essential support for customers and carry forward the insight developed during RIIO-GD2 into the next phase of delivery. Taken together, this work means the sector enters RIIO-GD3 with stronger evidence, greater maturity and a clearer shared understanding of how to deliver high-quality support for customers in vulnerable situations.

As the new framework begins, GDNs are well placed to build on the progress made to date, continue evolving delivery in line with stakeholder expectations and ensure that vulnerability and carbon monoxide initiatives remain an integral part of the service provided to customers and communities.



## Completed projects

Commitment	Delivery Partner/Project Title/ Description	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI
CO	<a href="#">Heavenly/Campus - Game Over Carbon Monoxide Young Persons Awareness Campaign</a>	Lead GDN: SGN & WWU. Supported by Cadent & NGN	Aug 22 - Dec 23/Completed	£400,869.00	£12.84/£1
CO	<a href="#">Policy Connect (APPCOG) - CO Awareness Week - Autumn Campaign</a>	Lead GDN: WWU. Supported by Cadent, NGN & SGN	Nov 22 - Dec 22/Completed	£20,000.00	£24.86/£1
CO	<a href="#">J Seven Media (AKA Coast Procurement Ltd) - Collaborative GDN Winter Awareness Campaign</a>	Lead GDN: Cadent. Supported by: NGN, SGN & WWU	Dec 21 - Mar 22/Completed	£383,270.88	£39.30/£1
CO	<a href="#">Policy Connect - Carbon Monoxide Safe 4 Summer public awareness campaign</a>	Lead GDN: Cadent. Supported by: NGN, SGN & WWU	Jul 22 - Aug 22/Completed	£50,000.00	£34.51/£1
CO	<a href="#">Bonanza Creative - Carbon Monoxide Schools Education</a>	Lead GDN: SGN. Supported by: NGN & WWU	Jan 22 - Jul 22/Completed	£49,880.00	£1.56/£1
CO	<a href="#">Improving Performance in Practice (iPiP) - Identifying and Protecting Pregnant Women from CO Exposure</a>	Lead GDN: Cadent. Supported by: NGN, SGN & WWU	Apr 21 - Dec 23/Completed	£249,974.00	£0.02/£1
CO	<a href="#">SP Energy Networks (SPEN) - SPEN Priority Service Register &amp; Carbon Monoxide Awareness Pilot</a>	Lead GDN: SGN & WWU. Supported by: Cadent & NGN	Mar 22 - Jun 22/Completed	£2,685.00	£13.18/£1
CO	<a href="#">SCOPE - Disabled Community CO Research</a>	Lead GDN: SGN. Supported by Cadent, NGN & WWU	Jan 23 - Mar 23/Completed	£30,600.00	£1.82/£1
Fuel Poverty	<a href="#">Citizens Advice National - Energy Safeguarding &amp; CO Safety Partnership</a>	Lead GDN: SGN. Supporting by Cadent, NGN & WWU	Jan 22 - Mar 23/Completed	£2,081,545.00	£5.76/£1
Fuel Poverty	<a href="#">NEA and The Wise Group - Warm and Safe Homes</a>	Lead GDN: Cadent. Supported by SGN	Apr 22 - Mar 23/Completed	£237,721.00	£9.05/£1
Fuel Poverty	<a href="#">NEA and The Wise Group - Warm and Safe Homes - National Extension 2023-2025</a>	Lead GDN: Cadent. Supported by NGN, SGN & WWU	Apr 23 - Mar 25/Completed	£731,325.84	£3.20/£1



## Completed projects

Commitment	Delivery Partner/Project Title/ Description	GDNs	Start date and end date/ Project Status	Investment	Forecast SROI
Priority Customers	<a href="#">Parsley Box/Latcham Direct Ltd - Parsley Box</a>	Lead GDN: Cadent. Supported by NGN, SGN & NGN	Oct 23 - Jan 24/Completed	£19,183.50	£20.90/£1
Priority Customers	<a href="#">Strata Nostra - The Carents Room</a>	Lead GDN: NGN. Supported by Cadent	Nov 22 - Mar 24/Completed	£487,050.00	£10.27/£1
SBtM	<a href="#">Cadent and NGN - Services Beyond the Meter 2023-24</a>	Lead GDN: Cadent. Supported by: NGN	Apr 23 - Mar 24/Completed	£1,676,000.00	£2.00/£1
SBtM	<a href="#">Cadent and NGN - Services Beyond the Meter 2024-25</a>	Lead GDN: Cadent. Supported by: NGN	Apr 24 - Mar 25/Completed	£5,268,477.16	£7.58/£1
SBtM	<a href="#">NSPCC - Collaborative GDN Project</a>	Lead GDN: Cadent. Supported by: NGN, SGN & WWU	Apr 23 - Mar 25/Completed	£505,964.91	£2.17/£1
SBtM	<a href="#">Cadent and NGN - Collaborative One Number Programme 2023 - 2025</a>	Lead GDN: Cadent. Supported by: NGN	Jan 23 - Jan 25/ Completed	£5,541,263.00	£2.56/£1
SBtM	<a href="#">Cadent and NGN - Services Beyond the Meter</a>	Lead GDN: Cadent. Supported by: NGN	Apr 21 - Apr 23/Completed	£585,995.01	£0.71/£1

# Closing statement

Thank you to all our partners who have helped compile this year's report and who continue to work together to provide support to customers in vulnerable situations.

You can register to attend our showcase event [here](#)

To find out more about VCMA projects or opportunities to work together in your local area, visit our websites:

