

Green Doctors – South East England

Vulnerability and Carbon Monoxide Allowance (VCMA) Project Eligibility Assessment (PEA)

Updated: April 2026

PEA reference: FP-SGNStH-020a



Contents

Contents 2

Project registration table..... 3

Problem(s) 4

Scope and objectives..... 5

Project design engagement 6

Why the project is being funded through the VCMA..... 7

How VCMA funding complements or supplements BAU activities 7

Justification for why the project should not be collaborative 8

Outcomes, associated actions and success criteria 8

Potential for new learning 9

Aligning with and supporting wider vulnerability approaches 10

Monitoring and evaluation 11

Scale of VCMA project and SROI calculations, including NPV 11

Internal governance and project management evidence 11

Eligibility Criteria..... 13

Project registration table

Project summary	
Project title	Green Doctors – South East England
Strategic area	Fuel Poverty
Lead partner name	Groundwork South
New/Updated (indicate as appropriate)	New
Date of PEA submission	April 2026
Project start and end date	April 2026 – March 2028
Project location	Kent, Medway, Sussex & Surrey
Sectors involved	Gas Distribution Network Charitable Organisations Local Authority Water Supplier Emergency Service Health
Project contact	
Name	Janet Duggan
Contact details	Positive.impact@sgn.co.uk
Project partners and third parties involved	
Organisation name	Role
Groundwork South	Delivery of the core funded service
Kent Fire and Rescue	Strategic partner
National Energy Action	Strategic partner
Southern Water	Referral partner
Kent Warm Hubs	Referral partner
Porchlight	Referral partner
Live Well Kent	Referral partner
Health Care Providers	Referral partner
Costs and funding	
Total cost (£k)	Redacted due to commercial sensitivity
Total VCMA funding required (£k)	£100,000
Total BAU vulnerability and CO safety activity baseline allowance funding by activity (£k)	Redacted due to commercial sensitivity

Problem(s)

This section needs to outline the problem(s) which is/are being addressed by the VCMA project.

Rising energy costs, fuel poverty and financial insecurity continue to place severe pressure on households across the UK. Since 2021, energy prices have almost doubled, and as of early 2026, it's estimated that around 6.7 million households across the UK are living in fuel poverty. Nearly half of low-income households remain in homes that are hard to heat, leaving millions exposed to cold, damp conditions that harm their physical and mental health.

Fuel poverty continues to rise in the South East at a time when other regions are seeing improvements. The latest data from [Kent County Council](#) shows that half of Kent districts have experienced an increase in the number of fuel poor households, and five districts now sit above the national average. Across Kent and Medway, almost 88,000 households are currently living in fuel poverty, an indicator of the scale and urgency of the challenge.

In this region, the situation is especially precarious for people living in private rented homes, with over 22% of private rented households estimated to be fuel poor. Renters often face poor-quality, hard-to-heat properties, limited rights to request improvements, and higher likelihood of energy inefficiency, conditions that amplify both financial strain and health risks. In addition, 13.5% of vulnerable households in Kent remain trapped in fuel poverty, underscoring the extent to which low income, disability, age, and health conditions intersect with poor housing to create compounding disadvantage.

Wider living costs are adding sustained pressure to household budgets. Over 12% of households across the region experience food insecurity, rising sharply to more than 20% in the most deprived wards. These figures highlight the impossible trade-offs low-income families are forced to make, choosing between heating and eating, between paying rent or keeping the lights on. Household income instability is deepening the crisis further, with more than 5,000 additional people claiming the unemployment element of Universal Credit across the region. At the same time, rising water bills are pushing already stretched budgets past breaking point. [National figures](#) indicate that 21% of households in financial difficulty are falling into debt with their water supplier, adding another layer of vulnerability for families already struggling to meet basic needs.

In neighbouring East Sussex, Hastings has the highest rate of fuel poverty across South East England. While in Surrey, fuel poverty has risen 2% since 2022 (41,800 households), [according to Surrey County Council figures](#). Recent district level [trends](#) reveal that Guildford, Runnymede and Woking have all seen an increase in the share of households experiencing fuel poverty, suggesting these areas may be facing a combination of rising living costs, less efficient housing, or constrained household incomes that heighten households' vulnerability.

For many households, these pressures are not isolated challenges but interconnected problems that erode health, safety, and resilience. Cold homes increase risks of respiratory illness, cardiovascular disease, stress, and anxiety. Poor energy efficiency compounds financial strain. Household debt limits choices and traps families in cycles of crisis. Fuel poverty is not just an economic hardship, it is a public health threat and a barrier to wellbeing.

The evidence across the South East demonstrates the need for a comprehensive, person-centred programme of support that addresses the root causes of fuel poverty across all tenures. Households require more than energy efficiency advice alone, they need practical interventions, advocacy, income maximisation, safety checks, and trusted guidance to navigate a complex and often overwhelming system of support.

Scope and objectives

Outline the scope and objectives of the VCMA project linked to the problem statement above. This should be clearly defined including the benefits which would directly impact customers on the participating GDNs' network(s), and where the benefits of the VCMA Projects lie.

Groundwork South is dedicated to transforming communities across the South of England. Through its Green Doctors initiative, the organisation helps residents stay well and warm at home and save money on their household bills.

Together with Groundwork South, we are advancing the next phase of the Green Doctors programme, building on five years of successful VCMA-supported delivery across Coastal Kent, Medway, and Folkestone. This new phase enhances a targeted, preventative energy safeguarding service designed to support households across the South East, including Kent, Medway, Surrey, and Sussex, who face the most severe risks associated with fuel poverty, unsafe living conditions, and rising household costs. The programme directly addresses the escalating pressures on vulnerable households, particularly those experiencing energy debt, financial instability, food insecurity, and a declining ability to cope with increasing essential expenses.

The objective of the initiative is to provide those in fuel poverty and energy crisis with easy access to an energy adviser to provide direct advice to customers in need, and training to frontline community groups so that those working with vulnerable people can ensure that fuel poverty is identified and those at risk of living in a cold and unsafe home are signposted to appropriate support services.

The programme will deliver support to customers through a coordinated blend of home visits, telephone-based assistance, energy triage calls, and community-based advice sessions.

Our programme will:

- Provide a dedicated team of experienced Groundwork Green Doctors across Kent, Medway, Surrey and Sussex with the skills to provide utility services not limited to industry initiatives including PSR (water and energy), Warm Home Discount, Winter fuel payments, water social tariff, debt support, information on smart meters, gas safety and income maximisation
- Provide gas safety and CO harm prevention, including the provision of carbon monoxide alarms and ensuring households can recognise signs and symptoms of CO exposure
- Provide a joined-up service between trained referral partners which includes training front line teams to identify and effectively refer people into the Green Doctors team who face issues with affordable utilities with the outcomes of improving the quality of people's lives, their mental, physical, and financial wellbeing
- Provide a robust network of regional and relevant secondary key partnerships to ensure access to utility services as well as health and wellbeing services that are specific and local to client need (including, Kent County Council, Warm Hubs, Community Support Groups, NHS Social Prescribing Networks etc)
- Provide emergency crisis provision to include fuel vouchers and heat the person resources for households in energy crisis where no other funding is available
- Provide the installation of small energy efficiency measures to improve the energy efficiency performance of homes. These include LEDs, draught proofing, radiator panels and chimney balloons
- Provide additional advice on smart tariffs, dynamic/time of use tariffs, renewable technologies and retrofit grant schemes

Project design engagement

Targeting vulnerability support: This must describe how the GDN(s) identified the vulnerability need being addressed through the VCMA project, including the use of consumer research, stakeholder engagement, and data and technology.

Evidence of stakeholder and/or customer support: Information regarding all stakeholder and/or customer engagement which has contributed to the development of the VCMA Project.

Stakeholder project design input: How stakeholders were actively involved in the project design, and how their input and feedback were incorporated to shape the project design. Where stakeholders disagree about the project design, justification must be provided for why the current project design is deemed preferable.

The Green Doctors programme builds on five years of collaborative delivery between SGN and Groundwork South. Since 2021, this partnership has strengthened through shared learning, data-driven insights, and a collective commitment to directing investment where it can deliver the greatest impact for households experiencing severe fuel poverty and growing financial vulnerability across Kent and Medway, with expansion into Surrey and Sussex.

The design of this new phase has been shaped by growing evidence of deepening hardship across the South East region. Rising energy costs, increases in energy debt, and sustained financial pressure have left many households exposed to cold and unsafe home environments. Local deprivation analysis, frontline insight, and community-level feedback show that fuel poverty in parts of the South East is increasing at a time when other regions are seeing improvements, with households experiencing compounding challenges such as food insecurity, low income, unemployment, and worsening health outcomes. These trends highlight the urgent need for a proactive, accessible, and preventative service that reaches people before they enter crisis.

Through consistent engagement with voluntary sector partners, community groups, health practitioners, local councils, housing associations, and social prescribers, the Green Doctors team has built a detailed understanding of the barriers faced by the most vulnerable households. Older adults, disabled people, families with young children, people with poor mental health, and those living in private rented homes frequently report difficulty navigating complex utility systems, lack of awareness of financial support schemes, fear of debt collection, digital exclusion, and limited confidence in managing their household energy. Earlier phases of delivery also revealed low recognition of essential safeguarding tools such as the Priority Services Register and carbon monoxide safety measures, reinforcing the importance of local, trusted outreach.

Across the partnership, learning from previous years has been used to refine and align the model so that resources are deployed effectively and equitably. Stakeholders have consistently emphasised the need for an approach that understands the interconnected nature of cold homes, ill health, low income, energy debt, and social isolation. In response, the programme design combines a flexible telephone support offer with a strengthened casework model and community outreach, ensuring that households receive personalised support at the right level, whether through energy triage calls, in-depth home visits, or targeted group advice sessions.

The development of this phase has also been informed by codesign principles established through our Vulnerability Steering Group (VSG). These principles emphasise supporting people with lived experience of fuel poverty to shape interventions, ensuring accessible services regardless of digital literacy, and embedding delivery within trusted local networks. The VSG's focus on fairness, inclusion, and tailored support has guided decisions around referral pathways, crisis intervention criteria, and community engagement priorities.

Through this collaborative, insight-driven process, the partnership has developed a model that reflects the lived realities of households across Kent, Medway and the South East. The programme is grounded in a shared

understanding of vulnerability, shaped by the organisations working closest to households, and designed to provide early intervention, accessible energy safeguarding, and responsive support. This next phase of the Green Doctors programme ensures that more households are able to stay warm, safe, and healthy at home throughout the year, while reducing preventable harm and easing pressure on wider health and community services.

Why the project is being funded through the VCMA

This should include an explanation of why the VCMA project meets the VCMA eligibility criteria, and how it aligns with the GDN's VCMA collaborative strategy.

This project meets the VCMA eligibility criteria because it directly supports our Vulnerability Strategy and our overarching ambition to keep communities safe, warm, and supported, both now and as we transition toward a green, clean energy future. Our strategy places vulnerable households at the centre of our decision making, ensuring that those most in need receive meaningful, practical assistance.

The project is designed to help us deliver our Business Plan commitments, particularly two key customer pledges, the first to support at least 650,000 of the most vulnerable households over the next five years. The second, to ensure that the project has been designed to ensure that it delivers meaningful outcomes and measurable value for customers and stakeholders. This includes maximising the social return on investment (SROI) for every pound spent, while consistently prioritising the needs and experiences of vulnerable customers.

In addition, the project reflects the strategic priorities of our Vulnerability Strategy – an approach shared by all four gas networks – which delivers support across four core areas:

- Providing Services Beyond the Meter – direct services for vulnerable households as we go about our day-to-day operational work that extends beyond traditional gas network responsibilities.
- Tackling Fuel Poverty and Energy Affordability – targeted support for customers struggling to afford energy, helping households reduce energy costs, improve efficiency, and access essential advice.
- Supporting Priority Customer Groups – identifying and assisting those with heightened needs, ensuring they receive tailored and timely support.
- Reducing Carbon Monoxide Harm – a data driven approach to raising awareness, improving safety, and reducing carbon monoxide risks

By addressing these themes, the project demonstrates strong strategic alignment and delivers tangible benefits to vulnerable customers, making it a clear fit for VCMA funding.

This project forms part of the 'Tackling Fuel Poverty and Energy Affordability' theme and budget area.

How VCMA funding complements or supplements BAU activities

Where the VCMA Project is being delivered alongside a BAU vulnerability and/or CO safety activity or activities funded through the GDN's baseline allowance, the GDN must provide sufficient evidence that the VCMA Project complements or supplements the BAU activity or activities to prevent the risk of double funding.

By working in partnership with us, Groundwork South has established a robust referral pathway to raise concerns related to key energy safeguarding services. This collaboration ensures that issues affecting vulnerable individuals, particularly those who may struggle to access or navigate utility services are identified early and directed to the appropriate support from their utility companies.

As a trusted organisation, Groundwork South is well placed to engage effectively with vulnerable individuals and refer eligible people to us for BAU funded support. This includes access to carbon monoxide alarms, Locking Cooker Valves, and other measures that help maintain safety and independence in the home.

Justification for why the project should not be collaborative

This should include evidenced reasoning as to why the VCMA Project cannot, or should not, be delivered in collaboration with other GDNs. For example, this could include the unique context within a network area, or the development of an innovative pilot project.

This project is not collaborative because it is intentionally designed as a targeted local intervention delivered by a partner with deep roots in Kent, Medway, Sussex and Surrey.

Groundwork South operates exclusively within this locality and is uniquely positioned to understand the specific needs, barriers, and lived experiences of the community. The project model relies on hyper-local insight, trusted relationships with Local Authorities, and place-based delivery rather than shared delivery across multiple GDN areas.

Outcomes, associated actions and success criteria

Details of the VCMA Project outcomes and the associated actions to achieve these, interim milestones and how the Funding Licensee will evaluate whether the project has been successful. Each action should have a proportion of the funding allocated.

Outcome	Project Target	Interim Milestones
Energy Triage	1,125	Quarterly performance – 141
CO Safety Information	444	Quarterly performance – 56
CO Alarm Provision	140	Quarterly performance – 18
PSR Conversations	296	Quarterly performance – 37
PSR Registration	93	Quarterly performance – 12
Energy Advice (across a number of energy advice measurable areas)	800	Quarterly performance – 100
Income Maximisation (across a number of income generating measurable areas)	185	Quarterly performance – 23
Billing / Meter Readings	370	Quarterly performance – 46
Accessing Third Party Funding for Energy Efficiency Measures	74	Quarterly performance - 9
Emergency Fund Provision	225	Quarterly performance – 28
FRS Safe & Well Visit Referral	37	Quarterly performance - 5
Front Line Worker Training	150	Quarterly performance – 19
Warm Spaces	15	Quarterly performance – 2

Success Criteria

During this two-year project, Groundwork South will provide direct support to 1,125 people across Kent, Medway, Surrey and Sussex who are at greatest risk of the health and financial impacts of living in a cold home. This will take place via a coordinated blend of home visits, telephone-based assistance, energy triage calls, and community-based advice sessions via warm hubs.

These interventions mean that vulnerable households living in fuel poverty report improvements in being able to maintain a safe and warm home, financial resilience, access to entitlements including the Priority Services Register, and overall wellbeing.

Potential for new learning

Provide details of what the GDN(s) expect(s) to learn and how the learning will be disseminated.

The experience of delivering the Green Doctors programme in Kent and Medway has generated learning that reaches well beyond the direct support offered to individual households. The programme has surfaced insights that can strengthen practice across our wider Safe & Warm partnership network and help shape cross sector and community-based approaches to fuel poverty, vulnerability, and home energy resilience.

The programme is also generating significant learning through its growing collaboration with other utility providers, particularly in response to the rising prevalence of water debt. Increasing numbers of service users are now presenting with dual utility vulnerabilities, experiencing both energy and water arrears alongside broader cost-of-living pressures. This has highlighted the importance of a joined-up approach that recognises fuel poverty not as an isolated issue, but as a component of wider financial fragility. The emerging cross-referral partnership with Southern Water, supported by frontline worker training exchanges, has provided early insights into how energy and water advice can be meaningfully integrated. Green Doctors are already gaining improved awareness of water saving devices, behavioural change interventions, and eligibility for support, while Smarter Water Advisors are becoming better equipped to recognise energy vulnerability and safely refer households into the programme.

These insights on hidden vulnerability, misconceptions about energy advice, and gaps in home safety awareness are shared with local partners to inform service planning and strengthen community practice. Learning will continue to be disseminated across our Safe & Warm partnership networks through regional events, spotlight sessions, online resources, and practical toolkits, ensuring that frontline teams benefit from emerging evidence.

The Green Doctors programme will also be independently evaluated using qualitative and quantitative methods to understand the lived experience of clients before and after receiving support. This assessment will explore changes in confidence, financial stability, awareness of entitlements, home energy resilience, and overall wellbeing. By grounding the evaluation in the voices of those supported, the project will build a robust evidence base on what works, where gaps remain, and how local, person-centred models can continue to evolve.

More broadly, the learning generated through the Green Doctors programme contributes to national conversations on tackling fuel poverty, through the Groundwork South network, across our local authority teams and health care providers as we continue supporting vulnerable households and reducing pressure on health and community services through earlier, more effective intervention. By sharing these insights across our Safe & Warm partnership network and beyond, the programme helps shape future approaches that are equitable, preventative, and rooted in the lived realities of the communities most at risk.

Aligning with and supporting wider vulnerability approaches

Details of how the project supports or aligns with approaches to vulnerability taken by the wider energy industry, other utilities and/or consumer organisations; local, national or devolved governments; or evidence innovation or a gap in vulnerability support provision. For example, this could include evidence of collaboration beyond the VCMA, non-VCMA joint funding of the initiative, or identified gaps in the provision of vulnerability services which the project seeks to address. The GDN should show how the project fits within broader approaches to vulnerability.

The Green Doctors programme is closely aligned with wider vulnerability strategies across utilities, local authorities, and community partners, reflecting a shared commitment to early identification, targeted support, and coordinated, multiagency delivery. Building on five years of collaborative working between us, Groundwork South, and a broad network of local partners, the programme embodies the cross sector, holistic approach increasingly encouraged across the energy and public service landscape.

A central strength of the programme lies in its collaborative relationships with organisations operating beyond the VCMA, particularly those whose financial inclusion or cost-of-living teams lack the specialist expertise to address complex energy challenges. Housing associations and local authorities, including Thanet District Council, Wokingham District Council, Medway Housing Society, and West Kent Homes, have become key referral partners. By offering free frontline worker training, the Green Doctors team equips housing and support staff with the skills to identify fuel poverty risk, increase awareness of energy vulnerability, and direct customers seamlessly into specialist support. This training-led partnership approach strengthens local safety nets and ensures that households are identified earlier, referred more appropriately, and supported more effectively.

The programme's alignment with wider service ecosystems is further demonstrated through its work with Children and Family Centres across the South East. These centres are often pivotal points of support for families experiencing poverty, providing access to food banks, baby banks, and family wellbeing services. By hosting regular drop-in advice surgeries within these settings, the Green Doctors ensure that families struggling with the cost of energy can receive immediate guidance, practical support, and, where needed, referrals for in-depth home visits. This reinforces the sector wide leadership role of Green Doctors in providing accessible, place-based support tailored to the needs of households with young children and those facing multiple forms of deprivation.

The programme also addresses clear gaps in existing vulnerability services. In Kent and Medway, Green Doctors remain the only organisation delivering Home Energy Advice visits, a critical service for households who are unable to engage with telephone or community-based advice alone. Many partner organisations can offer only remote support, which is insufficient for people with complex needs, limited mobility, mental health challenges, or barriers to engaging digitally. Through coordinated referral pathways, these partners rely on Green Doctors to support the households they identify but cannot fully assist. This collaboration ensures that no household is left without access to practical, personalised help delivered in the home environment where risks, such as cold, damp, poor ventilation, or unsafe heating, are most visible.

By bringing together utilities, local authorities, family support services, and housing providers, the Green Doctors programme creates a locally rooted, multiagency model that mirrors the direction of national policy on vulnerability, energy safeguarding, and person-centred support. The programme strengthens early intervention, expands community-level capacity, and ensures that households with the greatest needs receive the specialist, holistic assistance required to stay warm, safe, and financially secure. In doing so, it enhances community resilience, reduces preventable harm, and supports the wider goal of reducing pressure on public services across the South East.

Monitoring and evaluation

Details of how the GDNs will work with their project partners to monitor the impact of the VCMA project and evaluate its effectiveness and success.

Groundwork South and SGN will review monthly reports on measurable outcomes, working together to ensure successful delivery. Each quarter, the core project team will meet to share performance insights, highlight and mitigate any underperformance, and provide structured updates on delivery, risks and emerging outcomes.

Together we will ensure that there is an evidence base through audit and research that seeks to understand how effective the project is in supporting their local communities who are struggling to maintain a safe and warm home and assess the before and after to better understand the impact of the services provided on the lived experience of beneficiaries.

We will report annually on partnership impact, sharing broadly via our company-specific reports to showcase outcomes and key learnings and inform future delivery. Additionally, the learning will be shared across the GDN Vulnerability working group as well as disseminating results through our business governance processes, including on request to our Independent Steering Group (ISG).

Scale of VCMA project and SROI calculations, including NPV

Justify the scale of the VCMA project – including the scale of the investment relative to its potential benefits. As part of this, the Funding Licensee(s) should provide the SROI calculation, including NPV. Note: The value in numbers of the SROI and NPV must be provided, rather than confirmation of positive impact.

Together with the other Gas Distribution Networks, we worked with leading social impact research consultancy SIRIO Strategies on the development of the Industry Standard Social Value Framework and supporting GDN Rulebook. We have used that GDN Rulebook to carry out an assessment of financial and wellbeing outcomes applicable to our services for vulnerable households included in this partnership.

We've incorporated social value based on the deliverables and associated targets detailed above. Carrying out an assessment of these predicted outcomes we forecast a positive net Social Return on Investment of £6.23 for every £1 spent.

Social value measurement

Total cost*	£99,453.27
Total gross present value	£718,896.13
Net Present Value (NPV)	£619,442.86
SROI	£6.23

*Accounting for inflationary factors over the term of the project.

Internal governance and project management evidence

Provide a description of GDN(s) review of proposal and project sign off, with details on how the project will be managed.

We worked closely with Groundwork South to co-design this partnership so that its ambition directly contributes to our Vulnerability Strategy, developed with support from our stakeholders including through our Vulnerability and Carbon Monoxide Steering Group and overseen by our Independent Steering Group. The PEA has been reviewed and approved through our internal governance processes and formally signed off as detailed below.

Approver (Name and Role)	Date
Kerry Potter, Group Social Impact & Vulnerability Manager	15/04/26
Maureen McIntosh, Director of Customer Services	16/04/26

Eligibility Criteria

Eligibility Criteria	Description	Project qualifies Yes / No
Positive SROI	Have a positive, or a forecasted positive, Social Return on Investment (SROI) calculated in accordance with a model which the GDNs have developed and submitted to Ofgem including for the gas consumers funding the VCMA Project	Yes
Positive NPV	Have a positive, or a forecasted positive Net Present Value (NPV)	Yes
Support Criteria	Either: i. provide support to consumers in Vulnerable Situations and relate to Energy Safeguarding, or ii. provide support for those most at risk of being left behind in the transition to net zero, or iii. provide awareness of, and education on, the dangers of CO beyond the activities funded as business as usual (BAU) through baseline allowances, or iv. reduce the risk of harm caused by CO	Yes
Defined Outcomes	Have specific, measurable, and time-bound outcomes which align with relevant Consumer Vulnerability Strategy objectives to achieve the requirements set out in Support Criteria above;	Yes
Beyond Other Funding	Go beyond activities that are funded through other price control mechanism(s), including baseline allowance funding, or required through licence obligations	Yes
Support or Align	Support or align with approaches to vulnerability taken by the wider energy industry, other utilities and/or consumer organisations, and local, national and devolved government, or evidence innovation or a gap in vulnerability support provision;	Yes
No Other External Funding	Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding	Yes
BAU vulnerability and CO safety activities	Where a GDN's BAU vulnerability and CO safety activities are funded through baseline allowances, these are not suitable for funding through the VCMA. The GDN is permitted to use VCMA funds to supplement or complement its BAU activities, however, it must ensure that its reporting provides sufficient evidence to prevent double funding.	Yes

Eligibility criteria for company specific essential gas appliance servicing

Eligibility Criteria	Description	Project qualifies Yes / No or N/A
Servicing must meet the following criteria:	Either: i. A GDN has had to isolate and condemn an essential gas appliance following a supply interruption or as part of its emergency service role; or ii. A GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in the owner-occupied home of a customer in a Vulnerable Situation where an occupier of the property suffers from a permanent or temporary health condition¹² that makes them more vulnerable to health risks associated with cold homes; or iii. A GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in a tenant-occupied home of a customer in a Vulnerable Situation where it is the tenant's responsibility to maintain the essential gas appliance, where an occupier of the property suffers from a permanent or temporary health condition that makes them more vulnerable to health risks associated with cold homes	N/A
Affordability	The household cannot afford to service the essential gas appliance, as assessed against the affordability criteria set out in the VCMA governance document	N/A
Funding	Sufficient funding is not available from other sources (including a social or private landlord and national, devolved, or local government funding) to fund the essential gas appliance servicing	N/A

Eligibility criteria for company specific essential gas appliance repair and replacement

Eligibility Criteria	Description	Project qualifies Yes / No or N/A
Unsafe pipework and essential gas appliance repair or replacement must meet the following criteria:	Either: i. GDN has had to isolate and condemn unsafe pipework or an essential gas appliance following a supply interruption or as part of its emergency service role; or ii. A GDN or its Project Partner has had to condemn unsafe pipework, or an essential gas appliance, following an essential gas appliance service (as described in 3.19 of the VCMA governance document)	N/A
Health condition	Either: i. The occupier of the property suffers from a permanent or temporary health condition that makes them more vulnerable to health risks associated with cold homes and has a household income of £31,000 or below in 2025/26 prices, adjusted for inflation using Consumer Price Index with Housing costs (CPIH) 13, or ii. the household cannot afford to service the essential gas appliance, as assessed against the affordability criteria set out in Appendix 1 of the VCMA governance document	N/A
Funding	Sufficient funding is not available from other sources (including national, devolved, or local government funding) to fund the unsafe pipework or the essential gas appliance repair or replacement.	N/A