

Foodbank Community Warmth – Glasgow

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

Updated: April 2026

PEA reference: FP-SGNScot-039a



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Project registration table

Project summary	
Project title	Foodbank Community Warmth – Glasgow
Strategic area	Tackling Fuel Poverty and Energy Affordability
Lead partner name	The Health and Social Care Alliance Scotland (the ALLIANCE)
New/Updated	New
Date of PEA submission	April 2026
Project start and end date	April 2026 – March 2028
Project location	Glasgow South
Sectors involved	Gas Distribution Network Charitable Organisation(s)
Project contact	
Name	Margaret Hamilton
Contact details	Positive.impact@sgn.co.uk
Project partners and third parties involved	
Organisation name	Role
The Health and Social Care Alliance Scotland (the ALLIANCE)	Lead delivery partner
Trussell	Strategic partner
Costs and funding	
Total cost (£k)	Redacted due to commercial sensitivity
Total VCMA funding required (£k)	£60,000
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 remains a significant and persistent challenge across Scotland, driven by a combination of low household incomes, rising energy costs, and the poor energy efficiency of much of the country's housing stock. Many households spend a substantial share of their income on energy just to maintain safe and healthy living conditions with the most vulnerable households facing the greatest barriers to staying warm, well, and financially secure.

Vulnerable people and families, especially disabled people, and those with long-term conditions, often struggle to keep their homes safe and warm. [Evidence from the Health and Social Care Alliance Scotland's](#) (the ALLIANCE) Link Worker Programme shows that many face barriers to accessing clear, accessible information. As a result, they may not be aware of energy support available to them, such as the Priority Services Register or services that improve energy efficiency and household safety.

The need for foodbanks is caused by ongoing poverty, rising living costs, and gaps in the social security system. Together, these mean many households do not have enough money to buy food. National evidence shows that foodbank use is highest among households experiencing deep and persistent poverty: the Trussell Trust reports that 90% of people referred to foodbanks have incomes below the poverty line, and two-thirds are living in destitution, unable to afford essentials such as food, heating, or toiletries. Lone-parent families, disabled people, and people affected by ill-health are disproportionately represented. South-west Glasgow reflects these national patterns acutely. The area includes communities with long-standing deprivation, low incomes, and poorer health outcomes. Around 1 in 5 people in Glasgow live below the poverty line, with even higher levels in some south-west neighbourhoods. [The Trussell Trust report](#) that Glasgow foodbanks consistently distribute more emergency parcels than any other Scottish local authority area, with over 80,000 parcels provided in 2023–24, and children accounting for around one-third of all recipients. Most people referred to foodbanks in Glasgow live in the 10% most deprived neighbourhoods, and many face insecure work, benefit delays, or deductions that push them into crisis. This demonstrates that foodbank use in the city is not a temporary response to short-term shocks but a symptom of entrenched structural poverty.

Many people face significant barriers when trying to access services elsewhere. These include stigma, previous negative experiences, long waiting times, and, for some, simply not knowing where to seek help. Individuals with language barriers are particularly disadvantaged, as they often have limited access to information that is available in their own language and presented in a clear, accessible way. As a result, these individuals are more likely to turn to foodbanks for immediate food support, where they can also be connected to wider services.

The most common critical need presented is financial constraints, putting vulnerable people in a situation where they are choosing between heating and eating, often not being able to meet either need. People living in cold damp homes are statistically more likely to be struggling with reoccurring respiratory ailments, low mood, anxiety, and depression, demonstrating the link between energy needs, health, and wellbeing.

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.

The Health and Social Care Alliance Scotland (the ALLIANCE) is the national third sector membership organisation for the health and social care sector, bringing together over 3,500 people and organisations dedicated to achieving a vision of Scotland where everyone has a strong voice and enjoys the right to live well, with dignity and respect.

The new project will embed a Community Links Worker based in five Trussell foodbanks across the southwest of Glasgow to provide tailored, person-centred support. The worker will help individuals improve their health and wellbeing by supporting them to access appropriate services and practical assistance for a wide range of issues, including poverty, loneliness and social isolation, housing and debt problems, poor mental health, fuel poverty, domestic abuse, addictions, and sudden or unexpected life crises.

Placing links workers in food banks has proved effective as it supports people where they already go for help. Having skilled links workers on site makes support visible, approachable, informal, and non-judgemental. Food banks are also an ideal setting to reach people with energy or wider support needs who may not engage with primary care, but who do access food banks due to urgent or complex circumstances.

Key features include:

- Inclusive energy safeguarding services: offering crisis support, carbon monoxide safety information, and supported access to safeguarding schemes such as the Priority Services Register.
- Wellbeing and mental health support: through emotional support conversations and onward referrals and signposting
- Debt advice and income maximisation: through initial triage conversations and onward referrals and signposting
- Access to wider regional support: Offering onward referral into our Safe and Warm partnership network and other community-based services.

The Link Worker will deliver a person-centred service, working on a one-to-one basis and with groups where appropriate. Support will be tailored to individual needs and may include face-to-face meetings at the foodbank or in community settings, as well as telephone calls, text messages, and email communication. The service will also provide access to translated materials, accompanied visits to relevant services, and advocacy support to help individuals engage effectively with the support available to them.

This support will help households access services more easily, understand energy safety information, and improve wellbeing, resilience, and health outcomes. Flexible and unlimited support time allows personalised help, improving condition management and overall health. Having a single, easy-to-reach point of contact will positively support both physical and mental health across a wide range of issues. Households will also gain greater knowledge and understanding of the energy landscape.

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.

Building on the successful GD2 project, the current project has been co-designed with the ALLIANCE, drawing directly on their frontline insight into the barriers people face and the types of interventions that make a meaningful difference.

An external evaluation carried out in 2024/25 highlighted the critical role of a Foodbank Links Worker in addressing the barriers people face when accessing foodbanks. In 2025, Community Links Workers supported 3,448 participants across two geographical areas, providing targeted, practical support within foodbank settings to help people navigate crises and access wider assistance.

Working in collaboration with Trussell foodbank partners who have a shared strategic direction, the project will be able to identify families directly impacted, and provide the vital support needed to stay safe and warm. Sharing data and information with partner organisations will support us achieve our shared outcomes.

Through this collaboration, the project has focused not only on triaging and referring vulnerable households into other services, but also on strengthening internal capacity, equipping staff with skills in energy safeguarding, improving their ability to navigate complex energy issues, and ensuring trained support is available in trusted community settings where those in need already seek help.

Delivered through foodbanks across southwest Glasgow, this model provides trusted, face-to-face assistance for households who are digitally excluded, struggling to heat their home, or experiencing crisis. By combining strong community reach with accessible local delivery and active partnership engagement, the service ensures that support is both comprehensive and rooted in the realities of the people and communities it serves.

By integrating multiple strands of support into one seamless pathway, the programme ensures that no one falls through the gaps and that households facing vulnerability receive the maximum possible benefit. This joined-up approach not only strengthens community resilience but also enhances outcomes for individuals and families across the region.

This project has also been shaped by the principles co-developed with our Vulnerability and Carbon Monoxide Steering Group (VSG), ensuring that vulnerable households are meaningfully involved in the design of locally accessible services. The VSG's framework emphasises coproduction with trusted community partners, equitable access regardless of personal circumstances, and the importance of tailoring support to local need. By grounding the project in a shared, evidence-based understanding of vulnerability, we're building a service that is not only responsive to the lived experience of vulnerable households, but also aligned with wider commitments to fairness, inclusion, and targeted support for those most at risk.

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 closely with local community organisations that support vulnerable households, the project has established clear and effective referral pathways for individuals who may benefit from its services. The learning and insights generated to date will further strengthen how these households are engaged, particularly where barriers to accessing essential services are identified.

As a trusted, community-based organisation, the ALLIANCE is well-positioned to engage directly with households, provide tailored guidance, and refer eligible individuals to us for BAU funded support. This includes the provision of carbon monoxide alarms, locking cooker valves, and other measures that help maintain safety 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 Glasgow.

The ALLIANCE 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, and place-based delivery rather than shared delivery across multiple GDN areas. Its purpose is to address a clearly defined gap in provision for a single under-served community, making a broader collaborative approach neither appropriate nor effective for the outcomes sought.

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.

Outcomes	Project Target	Interim Milestones*
Energy triage	480	Quarterly performance - 60
CO safety information	90	Quarterly performance - 11
CO alarm provision	70	Quarterly performance - 9
PSR conversations	480	Quarterly performance - 60
PSR registrations	42	Quarterly performance - 5
Energy advice (across a number of energy advice measurable areas)	480	Quarterly performance - 60
Income maximisation (across a number of incomes generating measurable areas)	480	Quarterly performance - 60
Billing support and meter readings	40	Quarterly performance - 5
Wellbeing support	480	Quarterly performance - 60
Training - CO awareness, energy efficiency advice, front line worker training	24	Quarterly performance - 3

**Interim performance – averaged out and delivered with seasonal adjustments*

Success Criteria

During this two-year project, the ALLIANCE will provide direct support to 480 unique households across southwest Glasgow by providing locally accessible support, delivering targeted community outreach (foodbanks or community spaces), and integrating this work across existing programmes to ensure people can access help through the pathways they already trust.

These interventions mean that households 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 impact of this project extends beyond direct support to vulnerable households in southwest Glasgow creating learning that can strengthen practice across our wider Safe & Warm partnership network and inform other community-based initiatives.

This project has been built on a strong foundation of data, insight and the lived experience of communities who have sought support from the ALLIANCE throughout the cost of living and energy crises.

Designed from the outset to be inclusive, community centred and evidence led, the project has been intentionally structured to generate learning that will inform future local community engagement programmes.

Learning from the past two years through an external evaluation conducted by The Lines Between demonstrated the positive impact of the Foodbank Links Worker role. The evaluation highlighted that many participants were struggling to afford everyday essentials prior to engaging with the Community Links Worker. However, participants reported that the tailored support provided by the CLW helped to improve their financial circumstances and overall stability. This learning will continue to inform and shape future work within this landscape, ensuring the approach remains responsive, effective, and grounded in evidence.

Data and insights gathered through project activities will be systematically collated and analysed to inform a comprehensive post-project report. This report will present key findings, lessons learned, and evidence-based recommendations, clearly demonstrating the tangible differences and outcomes achieved through the project.

At a national level, the learning will continue to be shared as it was during GD2 by way of contributions to wider discussions on how to strengthen support for vulnerable households.

These outputs would be openly shared with the other GDNs via the Vulnerability Working Group and the GDN national Delivery Group and where requested the National Steering Panel.

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.

Scotland's wider vulnerability landscape is shaped by a clear national commitment to ensuring that no household is left behind in the transition to a fairer, greener, and more resilient energy system. The Scottish Fuel Poverty Strategy recognises that fuel poverty is multidimensional, driven by low-income, high-energy costs, poor energy efficiency, and wider social inequalities and calls for targeted, place-based interventions that reach those facing the greatest barriers to accessing national schemes. This project directly aligns with that ambition by embedding energy advice and safeguarding support within foodbanks and crisis-support settings in Glasgow, ensuring that households experiencing extreme poverty, destitution, and digital exclusion receive help in the places they already trust and rely on.

By working with people who are using foodbanks to manage day-to-day life, the project reaches a group who are statistically among the most vulnerable in Scotland: households living in the most deprived neighbourhoods, lone-parent families, disabled people, and those experiencing ill-health or insecure work. These households often face the highest energy needs and the lowest resilience to supply interruptions yet are the least likely to access national energy support. Delivering tailored, face-to-face advice in community settings ensures that people understand their rights, can navigate complex billing and debt issues, and are supported to access national schemes, grants, and protections that would otherwise remain out of reach.

This approach also complements and strengthens the role of Home Energy Scotland (HES). While HES provides high-quality national advice, it depends on strong local networks to reach people who are disengaged, digitally excluded, or unaware of available support. By embedding trained energy advisers within foodbanks and community organisations, the project enhances the local delivery chain that HES relies on, helping households understand energy efficiency measures, access financial support, and take steps to improve the safety and affordability of their home environment.

This approach also complements and strengthens the role of Home Energy Scotland (HES). While HES provides high-quality national advice, it depends on strong local networks to reach people who are disengaged, digitally excluded, or unaware of available support. By embedding trained energy advisers within foodbanks and community organisations, the project enhances the local delivery chain that HES relies on, helping households understand energy efficiency measures, access financial support, and take steps to improve the safety and affordability of their home environment.

The project mirrors the principles of Scotland's new Warm Homes Plan, which prioritises tackling inequality, improving energy literacy, and ensuring that vulnerable households benefit first from decarbonisation and energy-efficiency improvements. By focusing on households in crisis—those choosing between heating and eating, living in cold damp homes, or unable to meet basic energy needs—the project ensures that the Warm Homes Plan reaches the people it is designed to support.

The model is also strongly aligned with Ofgem's Vulnerability Strategy, which emphasises early identification of at-risk consumers, proactive outreach, and tailored support delivered through trusted channels. Foodbanks and crisis-support organisations are uniquely placed to identify hidden vulnerability, as they work with people who may not engage with statutory services or who face stigma, language barriers, or previous negative experiences. By training frontline staff and volunteers to recognise energy vulnerability, make referrals, and support Priority Services Register (PSR) sign-ups, the project strengthens the energy sector's ability to safeguard households whose needs are often invisible within traditional service models.

Across the UK, utilities are moving toward shared Priority Services Registers, joint outreach programmes, and collaborative safeguarding approaches. This project reflects that direction of travel by working in partnership with the DNO, GDN, local authority teams, health services, community organisations, and specialist advice providers. Through these relationships, households receive holistic support that spans energy safeguarding, financial wellbeing, home environment improvements, and wider health and social needs. The project ensures that people in crisis are not only identified but connected to the protections and adjustments that keep them safe during outages, emergencies, or periods of financial instability.

By combining national policy alignment with deep local delivery capability, the project strengthens Scotland's wider vulnerability ecosystem. It ensures that the most disadvantaged households—those experiencing fuel poverty, food insecurity, digital exclusion, and limited access to services—are included in the green energy transition. It reinforces the principle that effective vulnerability support must be data-driven, community-led, and rooted in trusted relationships, delivered through a network of partners working together to maximise impact.

Overall, this partnership addresses a recognised gap in local energy advice and safeguarding by building community capacity to support customers in crisis. It integrates with, rather than duplicates, national and devolved strategies, ensuring that the people facing the greatest hardship in Glasgow receive the protections, support, and opportunities they are entitled to.

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.

The ALLIANCE 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.

We will work with the ALLIANCE to 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 £0.44 for every £1 spent.

Social value measurement

Total cost*	£59,465.97
Total gross present value	£85,335.56
Net Present Value (NPV)	£25,869.59
SROI	£0.44

*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 the ALLIANCE 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.

GDN	Approver (Name and Role)	Date
SGN	Kerry Potter – Group Social Impact and Vulnerability Manager	28/04/26
SGN	Maureen McIntosh – Director of Customer Services	30/04/26

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