

Stronger Schools, Stronger Communities - Glasgow

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

Updated: April 2026

PEA reference: PCG-SGNScot-012a



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Project registration table

Project summary	
Project title	Stronger Schools, Stronger Communities – Glasgow
Strategic area	Supporting Priority Customer Groups
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	July 2026 – June 2027
Project location	Glasgow
Sectors involved	Gas Distribution Network Charitable Organisation Other – Schools
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
Costs and funding	
Total cost (£k)	Redacted due to commercial sensitivity
Total VCMA funding required (£k)	£35,000
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. These groups stand to gain significantly from tailored energy advice, effective advocacy, and hands-on practical support. Yet, existing systems often fail to reach or meaningfully engage them. Persistent barriers include limited and inaccessible communication channels, low confidence in navigating complex and opaque energy systems, and a lack of trusted intermediaries who can provide guidance and connect individuals to appropriate services and support.

Emerging evidence from schools in Glasgow shows that fuel poverty is increasingly affecting children's health, wellbeing, and learning. Teachers report that pupils from low-income households are coming to school tired, anxious, or unwell because their homes are cold, overcrowded, or damp. Children living in fuel-poor homes are more likely to experience recurring respiratory illnesses, poor sleep, and heightened stress, all of which directly impact concentration, attendance, and attainment. In Glasgow's most deprived communities, where schools already face significant challenges linked to poverty, staff are seeing a rise in families unable to heat their homes adequately or afford energy for cooking, washing, or essential household tasks. This contributes to stigma, social isolation, and reduced engagement in school life.

These impacts are particularly pronounced in areas with high proportions of families from marginalised backgrounds. In several Glasgow schools, a significant number of families speak English as an additional language or come from cultural backgrounds where navigating public services is difficult. Language barriers, unfamiliarity with the UK energy system, and mistrust of official institutions mean that many families do not access crisis support, energy advice, or welfare services even when they are entitled to them.

As a result, schools often become the first point of contact for families in severe hardship, yet teachers frequently lack the tools, knowledge, or referral pathways to address energy-related issues effectively.

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.

Working together, we have co-designed this partnership with the ALLIANCE using the learning and evidence from our previous project, which delivered strong outcomes between January 2024 and March 2026.

Early exploratory work within a local high school has shown teachers do not feel confident or well-equipped to support pupils and families affected by energy-related hardship and poverty. While staff are often aware of which families are struggling, they lack the knowledge, practical tools, and clear referral routes to offer effective help. Teachers have responded positively to engagement on this issue, reflecting patterns seen in primary care where frontline professionals frequently identify need but lack structured ways to respond.

In response, the project is developing sensitive, community-informed referral processes. By attending school events such as parents' evenings and new-pupil welcome sessions, the team has created tailored, non-stigmatising referral pathways and flexible appointment options that fit the needs of families. This work supports wider efforts to address child poverty and ensures families can access support with dignity and ease.

The project will place a Community Links Worker within a school in the east end of Glasgow to support young families facing challenges such as poverty, loneliness, housing issues, debt, poor mental health, fuel poverty, abuse, addiction, and sudden life crises.

Based in the school, the Links Worker will provide tailored, non-stigmatising support and improve access to energy advice and services, including carbon monoxide (CO) awareness, PSR registration, CO alarms, advocacy, and safeguarding. By offering a safe and trusted space within the school, the project aims to reduce fuel poverty and strengthen connections to essential energy and wider support services for families.

Key features include:

- Inclusive energy safeguarding services: offering carbon monoxide safety information, and supported access to safeguarding schemes such as the Priority Services Register.
- Supporting families to access and use energy in a safe, efficient, and affordable way through informed conversations, practical guidance, and appropriate referrals and signposting.
- Provide compassionate wellbeing and mental health support through meaningful emotional support conversations, alongside effective onward referral, linking, and signposting to appropriate services.
- Access to wider regional support: offering onward referral into our Safe & Warm partnership network and other community-based services.
- Build staff capacity by giving teaching and pastoral teams the skills and confidence to identify energy-related needs and access relevant support.

This support will benefit households by making it easier to access essential services and energy safety information. It will improve wellbeing, resilience, and condition management, leading to better overall health outcomes through flexible, ongoing support. Having a reliable and easily accessible point of contact will

positively support both physical and mental health by addressing a wide range of needs. Households will also gain greater knowledge and understanding of the energy system.

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. Since March 2025, Community Links Workers have actively participated in school-based events, including parents' evenings. These engagements have increased awareness of the ALLIANCE project among over 400 family members. Through meaningful conversations with parents, young people, and teaching staff, workers promoted the service, strengthened relationships with schools, and highlighted the range of support available to families. This direct engagement has helped to improve understanding of the service and encouraged access to early and appropriate support.

A key focus of the co-design process has been the needs of young families, who national evidence shows are among the groups most severely affected by fuel poverty. Insights from the Joseph Rowntree Foundation and local Glasgow data highlight that young families on low incomes are now at the highest risk of deep and persistent poverty, with rising energy costs pushing many into cold, damp, and overcrowded homes. These conditions have both immediate and lifelong consequences for children, affecting respiratory health, sleep, stress levels, cognitive development, and ultimately school readiness and attainment. Teachers and school staff consistently report seeing these impacts in the classroom, particularly among families facing language barriers, insecure immigration status, or cultural isolation. Embedding this project within schools ensures that support is shaped around the lived realities of these families, meeting them in a trusted environment and addressing the structural inequalities that make it harder for them to access help.

Through this collaboration, the project will focus not only on supporting and referring vulnerable households into other services, but also on upskilling school staff with the knowledge and confidence to identify energy-related needs and access relevant support. Delivered through a school environment, 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.

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 co-production 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 are 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 'Supporting Priority Customer Groups' 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.

Our 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	240	Quarterly performance - 60
CO Safety Information	240	Quarterly performance - 60
CO Alarm Provision	40	Quarterly performance - 11
PSR Conversations	240	Quarterly performance - 60
PSR Registrations	72	Quarterly performance - 18
Energy Advice (across a number of energy advice measurable areas)	240	Quarterly performance - 60
Income Maximisation (across a number of incomes generating measurable areas)	240	Quarterly performance - 60
Billing Support and Meter Readings	20	Quarterly performance - 5
Wellbeing Support	240	Quarterly performance - 60
Training - CO Awareness, Energy Efficiency Advice, Front Line Worker Training	15	Quarterly performance - 3

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

Success Criteria

During this 12-month project, the ALLIANCE will provide direct support to 240 unique households across Glasgow East by providing locally accessible support, 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 Glasgow East, creating learning that can strengthen practice across our wider Safe & Warm partnership network and inform other community-based initiatives. As a one-year pilot, the project is intentionally designed not only to deliver support but to test, refine, and understand the most effective ways to engage families experiencing fuel poverty by embedding energy safeguarding programmes within the school system. Schools are uniquely placed to identify hidden vulnerability, and this project will help determine how best to integrate specialist support into existing pastoral, wellbeing, and family-engagement structures.

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 structured to generate learning that will inform future local community engagement programmes and strengthen the wider ecosystem of support for families in poverty.

Learning from the past two years, captured through an external evaluation conducted by The Lines Between, which demonstrated the positive impact of the Foodbank Links Worker role, will shape the evaluation of this pilot. A similar independent evaluation will be carried out following delivery, producing an insight paper that summarises key learning and clearly outlines what worked well, the challenges encountered, and how pupils, families, and school staff were affected. Using feedback and simple data, the paper will highlight outcomes, practical lessons, and recommendations for improving future projects. This will support better decision-making and strengthen future work to tackle fuel poverty in school communities.

The ALLIANCE has also gained valuable learning from its Links Worker Programme across GP practices, which can be transferred to a school setting. Early pilot activity in schools over recent months has already helped identify what works well and where additional support is needed. There is further opportunity to measure the impact of this work over the coming years and understand how embedding this service within schools benefits the wider school community, including improved wellbeing, reduced crisis escalation, and stronger connections between families and essential services.

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, learning will continue to be shared as it was during GD2, contributing to wider discussions on how to strengthen support for vulnerable households. These outputs will be openly shared with the other GDNs via the Vulnerability Working Group, the GDN National Delivery Group, and, where requested, the National Steering Panel, ensuring that insights from this pilot inform sector-wide practice and future innovation.

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 national commitment to ensuring that no household is left behind in the transition to a fairer, greener, and more resilient energy system. The school-based energy safeguarding pilot directly supports this ambition by embedding specialist support within schools in Glasgow communities experiencing the greatest economic and social need. These schools serve families disproportionately affected by fuel poverty, poor housing conditions, language barriers, and long-term health inequalities, groups that national strategies consistently identify as facing the highest risks and the lowest access to support. The Scottish Fuel Poverty Strategy recognises fuel poverty as a multidimensional issue driven by low-income, high-energy costs, poor energy efficiency, and wider social inequalities. It calls for targeted, place-based interventions and strong local partnerships to reach households who face the greatest barriers to accessing national schemes. This pilot embodies that approach by locating support directly within schools, trusted, universal settings where families already seek help. By doing so, it reaches households who are digitally excluded, disengaged from statutory services, or unaware of their entitlements, ensuring that support is delivered in a form that is accessible, culturally sensitive, and grounded in lived experience.

Ofgem's Vulnerability Strategy emphasises early identification of at-risk consumers, proactive outreach, and tailored support delivered through trusted intermediaries. Schools are uniquely positioned to identify hidden vulnerability, as teachers regularly observe the effects of cold homes, financial stress, and poor health on children's wellbeing and learning. By embedding an energy safeguarding service within the school system, the project strengthens the energy sector's ability to identify and support families who may never approach energy suppliers directly. It also enables Priority Services Register (PSR) sign-ups, crisis safeguarding, and tailored communication support for families facing language or cultural barriers.

Scotland's Warm Homes Plan places a strong emphasis on tackling inequality, improving energy literacy, and ensuring that vulnerable households benefit first from decarbonisation and energy-efficiency improvements. The pilot reflects these principles by focusing on young families, one of the groups most affected by rising energy costs and poor housing conditions. Evidence from education and health services in Glasgow shows that children living in cold, damp homes experience higher rates of respiratory illness, poor sleep, anxiety, and reduced concentration, all of which impact attendance and attainment. By improving access to energy advice, advocacy, and home-environment support, the project contributes directly to better health and learning outcomes.

The project complements Glasgow's wider health and education programmes aimed at reducing child poverty, improving wellbeing, and closing the attainment gap. Schools in the city's most deprived areas are increasingly supporting families in crisis, yet staff often lack the tools or referral pathways to address energy-related hardship. This pilot strengthens the school's role as a hub for early intervention, enabling families to access support before issues escalate into crisis. It also aligns with GIRFEC (Getting It Right for Every Child) by addressing the environmental and financial factors that undermine children's safety, health, and ability to learn.

By combining national policy alignment with local delivery capability, the project strengthens Scotland's wider vulnerability ecosystem. It ensures that the most disadvantaged households, those facing fuel poverty, digital exclusion, and limited access to services are included in the green energy transition. It also reinforces the

principle that effective vulnerability support must be both data-driven and community-led, rooted in trusted relationships, and delivered through a network of partners working together to maximise impact.

Overall, this partnership fits within broader approaches to vulnerability by addressing a recognised gap in local energy advice by building community capacity to safeguard customers in crisis, which integrates with, rather than duplicates, wider national and devolved strategies.

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 £0.28 for every £1 spent.

Social value measurement

Total cost*	£35,000.00
Total gross present value	£44,744.28
Net Present Value (NPV)	£9,744.28
SROI	£0.28

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

Internal governance and project management evidence

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