

Breaking Barriers – Dorset

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

Updated: April 2026

PEA reference: FP-SGNStH-028a



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Project registration table

Project summary	
Project title	Breaking Barriers – Dorset
Strategic area	Fuel Poverty and Energy Affordability
Lead partner name	Citizens Advice East Dorset and Purbeck
New/Updated	New
Date of PEA submission	April 2026
Project start and end date	April 2026 – March 2028
Sectors involved	Gas Distribution Network Local Authority Water Supplier Emergency Services Charitable Organisation Private Sector Health & Social Care
Project location	Dorset
Project contact	
Name	Janet Duggan
Contact details	Positive.impact@sgn.co.uk
Project partners and third parties involved	
Organisation name	Role
Citizens Advice East Dorset & Purbeck	Delivery of the core funded service
Ridgewater Energy	Strategic partner
Wessex Water and Bournemouth Water	Referral partner
Local Citizens Advice Offices	Strategic partner
Foodbanks and other community groups	Referral partner
Dorset & Wiltshire Fire and Rescue	Referral partner
Age UK & Warm Welcome Spaces	Referral partners
LiveWell, Carer support services and GPs Social Prescribers	Referral partners
Costs and funding	
Total cost (£k)	Redacted due to commercial sensitivity
Total VCMA funding required (£k)	£150,000
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.

Cold homes contribute to around 10,000 deaths each year and significantly increase the risk and severity of conditions such as asthma, bronchitis, stroke, and heart attack. They are also a recognised risk factor for suicide ([NEA, 2026](#)). The mental health implications are profound with two thirds of people living in poverty report debilitating depression or anxiety ([Wellbased, 2023](#)). The financial burden on the health system is substantial, with illnesses linked to cold homes costing the NHS more than £6.9 million per day ([IHE, 2022](#)).

NEA estimates that 6 million children live in fuel poverty, with 68% of parents of children under 16 worrying about energy costs, and one in five expecting to fall into debt to heat their home this winter ([NEA, 2025](#)). Disabled households face additional pressures as the Disability Price Tag shows disabled people need £1,095 more each month to achieve the same living standard as non-disabled people, an 8% increase from previous years ([Scope, 2025](#)). Around 21% of households in fuel poverty include someone receiving disability benefits ([Friends of the Earth, 2023](#)). Among older people, 23% report their home is colder than they would like most or all of the time, and 59% would choose to switch off heating rather than enter debt ([Age UK, 2025](#)).

Vulnerable households living in poverty are at heightened risk of scams, with [evidence](#) showing that older and financially stressed individuals can lose nearly twice as much per scam as other victims, and are frequently targeted due to social isolation, health issues, or cognitive difficulties.

Dorset faces intensified fuel poverty challenges, with the South West holding the highest fuel poverty gap in England at £576, over [50% above the national average](#), pushing many households further from affording adequate heating. As a result, residents report dangerous coping behaviours, with almost half turning off heating when cold and many going to bed early to stay warm.

[Evidence](#) highlights that fuel poverty is concentrated across the county, including 6,503 households in Bournemouth East, 5,888 in South Dorset, and 4,723 in North Dorset, while energy-related- debt now makes up over 12% of local casework. Dorset's 46% rural geography leaves many residents, particularly older adults, unpaid carers, and digitally excluded individuals, unable to access traditional advice services.

In the Bournemouth, Christchurch and Poole (BCP) area, private renters and Houses in Multiple Occupation (HMO) households face increased risks from cold, unsafe heating, and poor housing conditions, including damp and mould, which can seriously affect the health of young families.

Deprivation remains a major [driver of vulnerability](#), with 66 Dorset neighbourhoods in the 20% most deprived for housing and services, and 31 BCP neighbourhoods among the most deprived for older people's income.

Dorset also has an older and more complex demographic profile, with nearly 30% aged 65+, and a high proportion of residents living with disability or long-term illness. Despite progress, a significant safeguarding gap remains-, as many eligible residents are still not enrolled on the Priority Services Register, leaving them without essential protections during disruptions or emergencies.

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.

Citizens Advice East Dorset and Purbeck is an independent charity providing free confidential and impartial advice and support to the residents of Dorset.

Together, we aim to deliver a coordinated, preventative, and highly accessible fuel poverty and energy safeguarding support service for households across Dorset who are at greatest risk of the health, financial, and safety impacts of living in a cold home.

Building on the foundation of our previous work, the project focuses on sustaining a mobile, inclusive advice model that reaches vulnerable communities and customers facing escalating fuel debt, financial hardship, disability, or multiple vulnerabilities. Through a targeted outreach approach, the project ensures that households with a mains gas connection, particularly those who are isolated, digitally excluded, or unable to access traditional services, receive practical, personalised support to stay safe, warm, and financially secure.

At the centre of the project is the Dorset Energy Bus, the mobile advice unit bypasses geographical barriers and brings support directly into rural hubs and areas of high deprivation. The specialist Energy Advice Team, who are accredited to deliver regulated financial advocacy, complex casework, and tailored safeguarding support. To ensure inclusivity, advisors also have access to Language Line translation and BSL interpreters, ensuring no customer is excluded due to communication barriers.

Together, these approaches create an integrated service model that strengthens household resilience, reduces harm, and prevents crisis escalation, benefiting vulnerable customers across our network in Dorset.

The programme will be delivered by:

- Providing the Energy Advice Bus service across rural Dorset, ensuring older adults, disabled people, and digitally excluded households can receive face-to-face advice without travel barriers
- Providing front line worker training to equip community partners and volunteers to identify fuel poverty risks and signpost quickly to our specialist team, expanding local capacity and improving early intervention.
- Providing specialist Energy Casework with an internal referral pathway from the mobile unit into the central Energy Advice Team
 - Identifying and enrolling eligible customers onto the Priority Services Register
 - Raising CO safety awareness and distributing CO alarms
 - Facilitating Locking Cooker Valve installations for customers with dementia
- Providing Debt Advice support from MaPS-trained debt specialist advisors, strengthening long-term- financial resilience and addressing root causes of energy debt including:
 - Resolving billing disputes and escalating complaints
 - Negotiating affordable repayment plans and accessing statutory protections

Completing benefit checks and grant applications to boost income

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 Breaking Barriers project builds on two years of established partnership working across Dorset, shaped by collaboration between Citizens Advice East Dorset & Purbeck, local authorities, community organisations, health partners, and SGN. This shared approach has been strengthened by a deepening understanding of the pressures facing households across Dorset, particularly those living in rural isolation or within pockets of high deprivation where the risks and impacts of fuel poverty are most acute. Local evidence, community insight, and rising levels of energy-related debt confirm that vulnerable residents, especially older adults, disabled people, unpaid carers, and low-income households, are disproportionately affected by escalating energy costs and reduced access to support.

Throughout sustained engagement with frontline partners and voluntary sector agencies, a clear picture has emerged, many households are struggling long before they reach crisis yet face significant barriers to receiving timely help. Rural geography, digital exclusion, poor transport links, and limited awareness of essential schemes such as the Priority Services Register (PSR), carbon monoxide (CO) safety measures, available debt and energy efficiency support all contribute to households being left without the protections they need. These insights have directly shaped the design of the project and reinforced the need for a proactive, mobile, and highly accessible service model.

The programme has also been shaped by principles codeveloped with our Vulnerability Steering Group (VSG), ensuring that people with lived experience of fuel poverty are meaningfully involved in designing accessible, locally relevant services. The VSG's framework emphasises coproduction with trusted community partners, equitable access regardless of personal circumstances, and tailoring support to local need. By grounding the programme in a shared, evidence-based understanding of vulnerability, we are building a service that is responsive to real lived experience and aligned with wider commitments to fairness, inclusion, and targeted support for those most at risk.

Through this insight-driven, collaborative approach, the partnership offers a coordinated support model that reflects the realities faced by households across Dorset. It enables early intervention, personalised energy and debt support, and essential safeguarding measures for gas connected households. By meeting customers where they are, geographically, digitally, and emotionally, the project helps them maintain safe, warm, and healthy homes throughout the year while reducing avoidable harm and financial strain on vulnerable communities.

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 SGN, Citizens Advice East Dorset and Purbeck 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, Citizens Advice East Dorset and Purbeck 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 Dorset.

Citizens Advice East Dorset and Purbeck operate 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	1,880	Quarterly performance – 235
CO Safety Information	1,880	Quarterly performance – 235
CO Alarm Provision	72	Quarterly performance – 9
PSR Conversations	1,880	Quarterly performance – 235
PSR Registration	112	Quarterly performance – 14
Energy Advice (across a number of energy advice measurable areas)	280	Quarterly performance – 35
Income Maximisation (across a number of income generating measurable areas)	560	Quarterly performance – 70
Billing / Meter Readings	140	Quarterly performance – 18
Scam Awareness	448	Quarterly performance – 56
Emergency Fund Provision	150	Quarterly performance – 19
FRS Safe & Well Visit Referral	56	Quarterly performance -7
CO Training, Energy Efficiency Training and Front-Line Worker Training	70	Quarterly performance -14
Unique Warm Spaces	36	Quarterly performance - 5

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

Success Criteria

Over the course of this two-year project, Citizens Advice East Dorset and Purbeck will deliver direct, targeted support to 1,880 households across Dorset who are most at risk from the health and financial consequences of living in a cold home. This assistance will be provided through specialist casework delivered by the Energy Advice Unit, outreach to harder-to-reach households via the Energy Advice Bus, and engagement across a network of local warm spaces.

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 our previous Breaking Barriers partnership in Dorset 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 partnership has demonstrated the unique efficacy of mobile outreach in geographically isolated areas. The Energy Advice Bus consistently reaches households who do not engage with digital services, do not recognise themselves as vulnerable, or are unaware that help exists. Face-to-face engagement has led to higher uptake of Priority Services Register (PSR) registrations and carbon monoxide (CO) safety interventions compared with remote channels. This reinforces national learning, outreach-led models identify people who would remain invisible if support relied solely on agency-generated self-referral or agency generated referrals. It also highlights how physical presence in community spaces helps challenge misconceptions, especially the belief that energy advice means being told to use less heating, or that CO safety only applies to specific appliances.

Many households expressed concern that seeking advice would mean being told to reduce or switch off heating, not realising that the purpose of support is to help them maintain a safely heated home without financial strain. Raising awareness on CO safety similarly uncovered significant gaps in understanding, many households lacked CO alarms, were unsure how to use them, and some believed CO risks applied only to gas cookers. Integrating CO safety into routine conversations has helped increase understanding of CO poisoning risks and prevent avoidable harm, an approach that can be replicated across other community settings.

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 project will generate insights into refining community referral links. By training frontline workers across Dorset, including community volunteers, health professionals, and warm space staff, we will assess which referral pathways create the strongest and most reliable routes into support. Understanding how best to equip trusted local intermediaries will provide valuable guidance for future mobile advice programmes operating in dispersed or underserved areas.

The Breaking Barriers 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 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 Breaking Barriers contributes to national conversations on tackling fuel poverty, through the Citizens Advice 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 a& 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 Breaking Barriers project is strongly aligned with national, regional, and utility sector vulnerability strategies, reflecting a shared commitment to early identification, targeted support, and coordinated, multiagency delivery for households most at risk from fuel poverty. By integrating specialist energy and safeguarding advice within the broader Citizens Advice framework, the project supports a holistic model of care that mirrors the direction of national energy policy and cross sector regulatory expectations.

Designed collaboratively with Citizens Advice East Dorset & Purbeck and shaped by ongoing engagement with local authorities, warm space providers, foodbanks and community groups, the project embodies the “no wrong door” approach promoted across the sector. This means that households, whether they first seek help from a community hub or a foodbank, are seamlessly connected to financial, energy, and safety support without being passed between fragmented services.

Breaking Barriers also demonstrates strong cross sectoral confidence, supported by joint funding from National Citizens Advice, Dorset Council, and the Dorset Community Foundation. Their co-investment ensures our VCMA contribution is leveraged against an established local infrastructure, enhancing sustainability and embedding the Dorset Energy Bus as a long-term community asset. This partnership model reflects national expectations for multiagency collaboration across utilities, local government, and the voluntary sector.

Breaking Barriers directly supports the core aims of England’s Fuel Poverty Strategy, which emphasises *proactive outreach, improved targeting of vulnerable households, and integration of advice with practical energy efficiency measures*. The project’s focus on reaching underserved communities, particularly those who do not engage with traditional services helps address the persistent challenge of identifying hidden or isolated fuel-poor households. By embedding energy advice within trusted community settings, the project advances the strategy’s ambition to ensure that support reaches those least likely to seek help independently.

The Warm Homes Plan prioritises improving the energy efficiency of low-income homes, reducing avoidable harm, and ensuring that households receive tailored support that leads to tangible improvements. Breaking Barriers operationalises these principles by linking specialist advice directly to practical interventions delivered

through Ridgewater Energy. This closes the well documented gap between financial advocacy and physical home upgrades, ensuring that residents not only understand their options but can access insulation, heating improvements, and other measures that reduce long-term energy costs. The Dorset Energy Bus strengthens this further by taking support directly into communities, a model fully consistent with the Plan's emphasis on local, accessible, and preventative action.

The project's outreach-led, "no wrong door" approach is also closely aligned with the utility sector's Priority Services Register ambition. By identifying households with health conditions, communication needs, or safety risks, Breaking Barriers acts as an early intervention mechanism that helps ensure eligible households are added to the PSR. This enhances their protection during supply interruptions, ensures they receive tailored communication, and supports utilities in meeting their regulatory duties around vulnerability. The project's cross sector partnerships create a more consistent and coordinated pathway into the PSR, reducing the risk that eligible households fall through the cracks.

By bringing together utilities, local authorities, community organisations, and specialist energy advisors, Breaking Barriers strengthens the regional safety net for vulnerable households. The project embeds early intervention, personalised assistance, and community-rooted delivery into its design, aligning fully with national policy and sector wide vulnerability strategies. In doing so, it enhances resilience, reduces avoidable harm, and contributes to a coordinated local ecosystem of support that protects Dorset residents now and into the future.

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.

Citizens Advice East Dorset & Purbeck 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 £11.21 for every £1 spent.

Social value measurement

Total cost*	£149,179.90
Total gross present value	£1,822,212.04
Net Present Value (NPV)	£1,673,032.14
SROI	£11.21

*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 Citizens Advice East Dorset a& Purbeck 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	14/04/26
Maureen McIntosh, Director of Customer Services	14/04/26

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