

Home and Well - Hampshire

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

Updated: April 2026

PEA reference: FP-SGNStH-033a



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Project registration table

Project summary	
Project title	Home and Well – Hampshire
Strategic area	Fuel Poverty and Energy Affordability
Lead partner name	Citizens Advice Hampshire
New/Updated (indicate as appropriate)	New
Date of PEA submission	May 2026
Project start and end date	April 26 – March 2028
Project location	Hampshire
Sectors involved	Gas Distribution Network Distribution Network Operator Charitable Organisations Local Authority Water Supplier Health & Social Care
Project contact	
Name	Janet Duggan
Contact details	Positive.impact@sgn.co.uk
Project partners and third parties involved	
Organisation name	Role
Citizens Advice Hampshire	Delivery of the core funded service
Health & Social Care	Strategic partner and joint funder
SSEN	Strategic partner and joint funder
Southern Water	Strategic partner and joint funder
SE Water	Strategic partner and joint funder
Community and Voluntary Organisations	Referral partner
Local Authorities	Referral partner
Costs and funding	
Total cost (£k)	Redacted due to commercial sensitivity
Total VCMA funding required (£k)	£150,000 Cross Utilities South
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.

Poor housing conditions and energy insecurity present a growing and persistent challenge across Hampshire and the Isle of Wight, disproportionately affecting households already experiencing poor health, disability, low income, or later life transitions. This is particularly more prevalent in urban centres and coastal communities, including Southampton, Portsmouth, Havant, Gosport, Rushmoor and parts of Eastleigh where older housing stock, private renting and deprivation intersect ([English Indices of Deprivation, 2025](#)).

The ability to maintain a safe, warm and financially sustainable home is fundamental to health and wellbeing, yet for many households this is increasingly unattainable. Evidence [from the English Housing Survey 2023-2024, Health and housing factsheet](#) shows that cold and unaffordable homes worsen physical and mental ill health, hinder recovery from illness, and increase reliance on acute and emergency services.

For people being discharged from hospital, returning to a home that is inadequately heated, poorly energy efficient, or financially unmanageable can undermine recovery and significantly increase the risk of delayed discharge or avoidable readmission. Similarly, individuals living with long term health conditions or disabilities often face difficult choices between heating, food, and other essentials. This frequently leads to self-rationing of energy, escalating debt, and deterioration in both physical and mental health. These household-level pressures contribute directly to stress, anxiety, social isolation, and reduced independence, compounding existing inequalities and limiting people's ability to manage their health effectively at home ([Housing | People's Health Trust](#)).

The impacts of housing insecurity and energy vulnerability extend beyond individual households, placing increasing pressure on local health and care systems. Preventable declines in health linked to cold homes, unmanaged energy costs, and financial hardship drive avoidable demand on primary care, emergency services, and adult social care. Opportunities for early, preventative intervention are often missed because energy, income, housing and health needs continue to be addressed in silos rather than through coordinated, person-centred approaches. Statutory services, operating under mounting demand and resource constraints, are frequently unable to respond effectively to the interconnected nature of these challenges ([High Impact Change Model: reducing preventable admissions | Local Government Association](#)).

Disabled households experience particularly acute pressures. The Disability Price Tag highlights that disabled people now require an additional £1,095 per month to achieve the same living standard as non-disabled people, representing an 8% increase in recent years ([Scope, 2025](#)). Around 21% of households experiencing fuel poverty include someone receiving disability benefits ([Friends of the Earth, 2023](#)). Older people are also disproportionately affected, with 23% reporting that their home is colder than they would like most or all of the time, and 59% stating they would rather switch off their heating than risk going into debt ([Age UK, 2025](#)). Alongside financial and health pressures, vulnerable households living in poverty face an increased risk of scams, with [evidence](#) showing that older and financially stressed individuals frequently targeted and losing significantly more per scam due to social isolation, health conditions or cognitive impairment.

Without sustained and scaled preventative action that bridges health, energy and advice services, vulnerable households will continue to experience avoidable harm, delayed recovery, and reduced wellbeing. Public systems will, in turn, continue to absorb unnecessary financial and operational burdens. Addressing this challenge requires coordinated, locally rooted interventions that support safer transitions from hospital to home, ensure homes can be heated safely and affordably, maximise income, and reduce long-term demand on health and emergency services.

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.

Together SGN and Citizens Advice Hampshire will build upon what has been a successful five year multi-agency partnership. Through the programme we will continue to deliver preventative support to vulnerable households across Hampshire and the Isle of Wight who are at risk of fuel poverty, poor energy affordability, and adverse health outcomes linked to their home environment. Building on established models of trusted advice delivery, the project embeds energy and income support within health, community, and hospital-to-home pathways, ensuring that those most at risk receive timely, practical assistance before problems escalate into crisis.

Delivery is led through local Citizens Advice offices, whose trusted presence, deep local knowledge, and established relationships enable tailored, place-based support. Working in close partnership with NHS trusts, local authorities, VCSE organisations, and energy and water companies, the Home & Well project integrates energy advice and home safety support into existing referral routes. This coordinated partnership approach enables holistic interventions that improve household affordability, support recovery and wellbeing, reduce avoidable harm, and ease pressure on health and emergency services.

The programme will be delivered by:

- Providing personalised energy advice, including help with gas and energy tariffs, billing queries, debt support and energy efficiency behaviours
- Providing training for front-line workers, including carbon monoxide (CO) awareness, energy efficiency and upskilling warm spaces staff and volunteers
- Supporting households to register for the Priority Services Register (PSR) and promote the benefits of the PSR
- Providing home safety advice including CO awareness sessions, distributing a CO Alarm when appropriate, Locking Cooker Valves and Fire & Rescue Safe & Well visits
- Providing income and debt support, including benefit checks and applications, pursue write-offs and support tariff switching and water social tariffs
- Providing crisis support, including rapid triage, issuing vouchers and target heated blankets to the most vulnerable households
- Delivering digital and scams awareness sessions and signposting to digital inclusion programs
- Providing wellbeing support with follow-up calls, warm signposting to support services
- Providing a network of Warm Spaces as outreach hubs to deliver energy triage and support
- Delivering marketing and campaign action to include CO, PSR promotion via group talks, leaflets and digital content.

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 Home and Well project builds on sustained joint working enabled through the VCMA, bringing together energy networks, health services, local authorities and voluntary and community sector partners to address the link between housing conditions, energy affordability and health outcomes. Since 2021, the programme has been shaped by shared system insight, referral data and frontline experience, alongside a collective commitment to intervene early and prevent households from experiencing escalating harm linked to cold or unaffordable homes.

The development of Home and Well has been driven by clear evidence of vulnerability emerging at the point where health, housing and financial pressures intersect. Learning from previous VCMA-funded delivery has demonstrated that integrating energy advice into health pathways can significantly reduce vulnerability, support safe recovery at home and prevent crisis escalation. Referral patterns from both primary and secondary care have reinforced the need for services that operate beyond hospital discharge alone, embedding support across the wider health system to identify risk earlier and respond more effectively.

Through ongoing engagement with NHS discharge teams, primary care networks, local authorities and voluntary sector partners, Home and Well has built a detailed understanding of the pressures facing households most at risk. Many households present with overlapping health conditions, low income, and limited resilience to rising energy and water costs. Evidence from delivery has also highlighted persistent gaps in awareness alongside limited access to joined-up advice that addresses energy, income and housing issues together. These insights have reinforced the importance of a preventative, referral-led service that reaches people before their circumstances deteriorate.

Across the partnership, approaches have been tested and refined to ensure resources are directed where they can have greatest impact. Feedback from clinical partners and community organisations has consistently highlighted the value of a model that recognises the interconnected challenges of poor housing conditions, financial insecurity and health vulnerability. In response, Home and Well operates as a coordinated, multi-agency pathway, combining clinical referral routes, income maximisation and energy-specific support. This approach ensures households receive timely, personalised assistance and are supported to remain safe, warm and well at home, while reducing avoidable pressure on health and care services.

The programme has also been shaped by principles co-developed with our Vulnerability and Carbon Monoxide Steering Group (VSG), ensuring that people with lived experience of fuel poverty and health inequalities are meaningfully involved in designing accessible, locally relevant services. The VSG's framework emphasises co-production 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.

The Home and Well model has also been widely recognised across the sector as an example of best practice in integrating energy support within health and care pathways. The programme has been actively showcased to demonstrate how collaborative, preventative approaches can inform wider health-based and health-service-integrated initiatives, including *Warm Homes Healthy Futures* and the *Citizens Advice Scotland Health Programme*. Its impact and innovation were highlighted at the VCMA Annual Showcase in 2022, and the partnership was proud to see the project receive national recognition as a winner at the Utility Week Awards in 2021/22. This external validation has reinforced the programme's role in shaping future models of support and influencing system-wide thinking on vulnerability, energy affordability and health outcomes.

Through this collaborative, insight-driven process, the partnership has developed a model that reflects the realities faced by households in Hampshire. It enables early intervention, accessible support, and a proactive approach that helps people maintain warm, safe, and healthy homes throughout the year.

Why the project is being funded through the VCMA

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

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

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

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

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

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

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

How VCMA funding complements or supplements BAU activities

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

By working in partnership with us, Citizens Advice Hampshire 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 Hampshire is well placed to engage effectively with vulnerable individuals and refer eligible people to SGN 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 Hampshire and the Isle of Wight.

Citizens Advice Hampshire 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 other local referral pathways for 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	2,000	Quarterly performance – 250
CO Safety Information	2,000	Quarterly performance – 250
CO Alarm Provision	240	Quarterly performance – 30
PSR Conversations	2,000	Quarterly performance – 250
PSR Registration	1,500	Quarterly performance – 188
Energy Advice (across a number of energy advice measurable areas)	1,500	Quarterly performance – 188
Income Maximisation (across a number of income generating measurable areas)	700	Quarterly performance – 88

Billing / Meter Readings	600	Quarterly performance – 75
Accessing Third Party Funding for Energy Efficiency Measures	600	Quarterly performance - 75
Wellbeing Support	600	Quarterly performance – 75
Scam Awareness	500	Quarterly performance – 63
Broadband / Digital Skills Information	500	Quarterly performance – 63
Emergency Fund Provision	490	Quarterly performance – 61
Heated Blankets Provision	200	Quarterly performance –25
FRS Safe & Well Visit Referral	200	Quarterly performance - 25
Locking Cooker Valve Referrals	20	Quarterly performance – 3
Training (including CO, Energy Efficiency)	80	Quarterly performance – 10
Unique Warm Spaces	40	Quarterly performance – 5

Success Criteria

During this two year programme, Citizens Advice Hampshire will provide direct support to 2,000 households across Hampshire and the Isle of Wight delivered through Citizens Advice local offices via, in-person and online one-to-one and group support.

In addition, Citizens Advice Hampshire will engage with 2,000 households through a range of digital platforms and communication channels. Support will include simple, clear guidance on CO safety information, PSR awareness/signposting, energy efficiency advice, financial vulnerability, winter energy awareness, and how to access trusted support.

Together, these interventions will strengthen support for households experiencing fuel poverty, energy affordability challenges and housing-related health risks, enabling safer, warmer homes and improved resilience during periods of increased vulnerability.

Potential for new learning

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

The experience of delivering the Home and Well project has already generated valuable learning that extends beyond the immediate support provided to individual households. Building on previous VCMA-funded delivery, the programme is continuing to surface insights that can strengthen practice across health, housing and advice systems, while informing more integrated approaches to preventing fuel poverty, energy insecurity and housing-related health harm.

A key area of learning has emerged from the successful integration of energy advice within health pathways. Early delivery showed that aligning energy and home support with clinical and community health services can significantly reduce vulnerability and prevent escalation to crisis. During the COVID-19 period, the service adapted from its original hospital-based model to a direct referral approach, and subsequent growth in referrals

from NHS partners has reinforced the importance of embedding Home and Well not only within hospital discharge processes but across both primary and secondary care. At the same time, the service has maintained a strong hospital focus, continuing to support patients through discharge pathways. This dual approach has generated valuable insight into how vulnerability is identified across the health system and how referral routes influence the timeliness and effectiveness of support.

The programme has also highlighted the benefits of multi-utility and cross-sector collaboration. Joint working with Southern Water, South East Water, SSEN and the NHS has enabled more holistic responses to household vulnerability, addressing interconnected challenges around debt, affordability, health and housing stability. This has reinforced the added value of multi-utility partnerships in improving outcomes and reducing the burden placed on any single service.

Looking ahead, Home and Well offers clear opportunities to deepen learning through place-based co-design. In response to partner feedback, the project is working with local councillors, Hampshire Hospitals Foundation Trust, Andover Health Hub Primary Care Network (PCN) teams and Citizens Advice to focus activity in Test Valley, identified as an area of health and housing deprivation. This collaborative approach will co-design a targeted health and energy offer and generate learning on how services can be adapted to local contexts and community need.

The project is also exploring innovative delivery methods to better reach rural and isolated communities. By testing remote advice models and strengthening digital engagement, Home and Well will develop insight into how different channels support access, trust and outcomes for households facing geographic or mobility barriers.

Emerging system-level risks are further shaping learning priorities, particularly the planned withdrawal of the Public Switched Telephone Network (PSTN). The project is exploring the involvement of a communications utility partner to develop learning around digital exclusion, resilience and the Priority Services Register, strengthening understanding of how communications infrastructure intersects with energy vulnerability and safeguarding.

Delivery learning is also being captured through frontline feedback. Advisors consistently report that households are presenting with increasingly complex and overlapping issues, requiring longer consultations and more intensive support. This insight is informing reflections on capacity, workforce skills and the importance of trauma-informed, flexible casework models. 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 learning generated through Home and Well contributes to national conversations on longer-term health and energy resilience, 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 & 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 Home & Well project is closely aligned with current vulnerability strategies across the energy sector, health services and local government, reflecting a shared focus on early identification, preventative intervention and coordinated, partnership-led delivery. Designed collaboratively with Citizens Advice and shaped by the collaboration with regional DNO (SSEN), water providers (Southern Water, SE Water) and the NHS (Integrated Care Boards, Hospital Trusts and community health providers) the project embodies the multiutility, multiagency approach encouraged across the sector.

The Home and Well programme embodies the core ambitions of England's Fuel Poverty Strategy by delivering targeted, person-centred support to households most at risk of living in cold, unhealthy homes. By integrating energy, water, health and community partners into a single coordinated pathway, the programme directly addresses the structural drivers of fuel poverty - poor housing conditions, low income, and limited access to essential services. Its proactive, referral-led model ensures that support reaches people at the point vulnerability emerges, aligning with the strategy's emphasis on early intervention, improved energy efficiency outcomes, and reducing the health inequalities associated with cold homes. The programme also strongly reflects the priorities set out in the recently launched Warm Homes Plan, which calls for more joined-up local delivery models, better identification of at-risk households, and stronger collaboration between health and energy systems. Home and Well operationalises these ambitions by embedding Citizens Advice caseworkers within established health and care pathways, enabling frontline professionals to identify risk earlier and connect patients to holistic support. This integrated approach not only improves the warmth, safety and affordability of homes but also contributes to the Plan's wider goals of reducing excess winter deaths, preventing avoidable hospital admissions, and ensuring vulnerable households receive tailored, accessible advice.

In line with Ofgem's Vulnerability Strategy, the programme demonstrates a clear commitment to identifying and supporting consumers in vulnerable circumstances through coordinated, cross-sector action. By bringing together energy networks, water companies, health boards and community organisations, Home and Well ensures that people with complex needs are not left to navigate fragmented systems alone. The model prioritises personalised support, data-informed decision-making, and inclusive service design, key principles within Ofgem's strategy, while ensuring that those facing the greatest barriers receive timely, effective assistance that reduces harm and strengthens resilience.

Home & Well directly supports the energy industry's commitment to early, multi-agency intervention for customers in vulnerable circumstances by embedding energy and income maximisation support within clinical referral pathways. By working alongside NHS discharge teams, primary care and community health services, the project addresses a well-documented gap where patients are discharged into cold, unsafe or unaffordable homes. This integrated, referral-led approach contributes to reduced vulnerability, supports recovery at home and helps prevent avoidable hospital readmission, aligning closely with GDN prevention-focused funding priorities under the VCMA.

The project addresses several critical gaps identified across health, energy and consumer vulnerability strategies. These include the lack of structured support linking hospital discharge to home conditions, low uptake of the Priority Services Register (PSR) among clinically vulnerable households, and the absence of joined-up pathways that combine clinical referral, income maximisation, energy advice and onward housing intervention. By addressing these gaps through a single, coordinated model, Home & Well delivers preventative support that is more effective, timely and responsive to the interconnected needs of vulnerable households.

More broadly, Home & Well aligns with vulnerability frameworks used across the energy and water sectors by prioritising wrap-around, person-centred support for households facing overlapping risks related to fuel poverty, water affordability, health and housing quality. The project integrates support for both energy and water affordability, including tariff optimisation and PSR registration with energy and water companies, and links this directly with health and social care pathways. This whole-system approach addresses the root causes of vulnerability rather than isolated symptoms, reflecting both national policy direction and sector-wide regulatory expectations.

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 Hampshire 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 SGN 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 £38.69 for every £1 spent.

Social value measurement

Total cost*	£149,179.90
Total gross present value	£5,920,944.11
Net Present Value (NPV)	£5,771,764.21
SROI	£38.69

*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 have worked closely with Citizens Advice Hampshire 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	21/05/26
Maureen McIntosh, Director of Customer Services	03/06/26

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	
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