

Local Mencap Energy Independence

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

Updated: April 2026

PEA reference: PCG-SGNStH-023a



Contents

Contents	2
Project registration table.....	3
Problem(s)	4
Scope and objectives.....	5
Project design engagement	6
Why the project is being funded through the VCMA.....	7
How VCMA funding complements or supplements BAU activities	8
Justification for why the project should not be collaborative	8
Outcomes, associated actions and success criteria	8
Potential for new learning	10
Aligning with and supporting wider vulnerability approaches	10
Monitoring and evaluation	11
Scale of VCMA project and SROI calculations, including NPV	12
Internal governance and project management evidence	12
Eligibility Criteria.....	13

Project registration table

Project summary	
Project title	Local Mencap Energy Independence
Strategic area	Supporting Priority Customer Groups
Lead partner name	Local Mencap Groups (multiple regions)
New/Updated (indicate as appropriate)	New
Date of PEA submission	March 2026
Project start and end date	April 26 – March 2028
Project location	East Kent, West Sussex, Croydon and Greater Reading
Sectors involved	Gas Distribution Network Charitable Organisations Local Authority Health & Social Care Education
Project contact	
Name	Janet Duggan
Contact details	Positive.impact@sgn.co.uk
Project partners and third parties involved	
Organisation name	Role
Worthing Mencap	Joint delivery partner of the core funded service
East Kent Mencap	Joint delivery partner of the core funded service
Croydon Mencap	Joint delivery partner of the core funded service
Reading Mencap	Joint delivery partner of the core funded service
District and Local Authorities	Referral partners
NHS Health Providers	Referral partners
SEND Educational Providers	Referral partners
DWP/Job Centre Plus	Referral partners
Community / Voluntary Groups	Referral partners
Costs and funding	
Total cost (£k)	Redacted due to commercial sensitivity
Total VCMA funding required (£k)	£200,000
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 live in hard-to-heat homes, leaving millions exposed to cold, damp conditions that harm their physical and mental health.

People with a learning disability or autism are among those most severely affected. Across the UK, there are approximately 1.5 million people with a learning disability and 700,000 autistic people, yet employment rates remain disproportionately low, only 5.4% of adults with a learning disability and 22% of autistic adults are in paid work compared to 75% of the general population ([Mencap](#)). As a result, many rely heavily on social security benefits as their main or only income.

Since 2023, the financial situation for disabled households has deteriorated and remains profoundly challenging. While the National Living Wage increased by 9.7% in April 2023 to £10.42, rising living costs have continued to outpace income, leaving many disabled people struggling to meet essential needs ([Gov.uk](#)). For those reliant on benefits, which already fall short of covering basic living costs, the gap between income and the real cost of living has widened sharply. Many people with a learning disability or autism are now being pushed into severe utility poverty, forced to ration energy, and adopt unsafe coping strategies simply to get through each day.

The risks are even greater in areas with high ethnic diversity or entrenched deprivation. In Croydon and Reading, where 45–50% of residents are from minority ethnic backgrounds, evidence consistently shows that fuel poverty disproportionately affects these communities. When ethnicity intersects with disability, households face compounded disadvantage, reduced access to support, and increased exposure to harmful living conditions (ONS 2021 [Croydon, Reading](#)). Thanet and Swale are among the most deprived areas in East Kent. According to the 2025 Index of Multiple Deprivation, Thanet remains within the 10% most deprived local authorities in England, with nearly one-fifth of its neighbourhoods falling in the most deprived decile nationally ([Kent.gov.uk](#)). According to [Citizens Advice](#) disabled people in West Sussex face higher levels of housing insecurity, with rising homelessness cases and long waiting lists in districts such as Arun and Worthing.

Despite widespread national campaigns, uptake of Priority Services Register (PSR) support, energy advice, and safety measures remains extremely low among people with a learning disability. This is not due to ineligibility, but because current approaches fail to meet their needs. Barriers such as digital exclusion, inaccessible information, difficulty understanding complex advice, and limited support from unpaid carers mean that national or online-only campaigns rarely reach those most at risk.

Taken together, this growing body of evidence shows that fuel poverty is not simply a cost-of-living issue, it is a widening inequality that disproportionately harms those least able to navigate existing systems. Addressing it requires targeted, inclusive, and relational approaches, support designed around the specific needs of people with a learning disability or autism, delivered locally, and grounded in trust.

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 the four delivery partners, Croydon Mencap, East Kent Mencap, Reading Mencap and Worthing Mencap, will take forward a targeted programme designed to reduce fuel poverty, improve energy safety, and strengthen the financial resilience of people with a learning disability or autism and their households.

Building on shared learning from previous VCMA-funded activity, the partnership will deliver a consistent, accessible, and preventative support model that directly addresses the barriers people with a learning disability or autism face in accessing mainstream energy advice, financial assistance, and safety services.

The programme will combine proactive outreach, year-round community engagement, and tailored household interventions to reach those least likely to seek help, particularly individuals who are isolated, digitally excluded, or reliant on unpaid carers.

Direct household support will:

- Provide accessible, personalised energy advice, using EasyRead materials, workshops, and one-to-one sessions, to help households understand energy use, reduce bills, and stay warm
- Support households to register for the Priority Services Register (PSR), ensuring they receive additional safeguarding measures during supply interruptions or emergencies
- Conduct benefit checks, income maximisation, and energy-related financial support including grant applications and identifying relevant funding schemes
- Deliver carbon monoxide safety awareness, distribute alarms, and refer for measures such as Locking Cooker Valves where required
- Assist households to manage bills, energy debt, meter readings, and access digital training, alongside guidance on scam prevention and consumer rights
- Integrate wellbeing and mental health considerations into all advice, ensuring a holistic response to the stresses associated with fuel poverty.

Community-based activity will:

- Offer accessible energy advice and social support through Warm Hubs and other inclusive community venues
- Proactively reach harder-to-engage individuals by collaborating with social care teams, NHS services, housing providers, and local networks to identify and support households at risk
- Provide routes into wider support services delivered by each Mencap group, enabling a joined-up response to household needs
- Ensure that staff and volunteers receive training on energy safeguarding, fuel poverty identification, and inclusive communication to strengthen the reach and impact of support.

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 development of this programme builds on three years of coordinated work between SGN and local Mencap partners, Croydon Mencap, East Kent Mencap, Reading Mencap, and Worthing Mencap, supported through the Vulnerability & Carbon Monoxide Allowance (VCMA). Beginning with Worthing Mencap in 2023, this collaboration has been strengthened by shared insight, cross-organisation learning, and a joint commitment to addressing the disproportionate impact of fuel poverty, energy exclusion, and unsafe energy practices on people with a learning disability or autism.

Evidence from local authorities, social care teams, independent reviews, and frontline practitioners consistently shows that households including someone with a learning disability or autism face elevated risks. These include higher rates of low income, increased energy use linked to health needs, difficulties navigating complex systems, and reduced access to mainstream support. Engagement across the four delivery areas has highlighted growing vulnerability driven by rising energy costs, inaccessible information, digital exclusion, and limited carer capacity, all of which make it harder for these households to stay safe, manage energy effectively, or maintain financial stability.

Throughout the design process, each Mencap partner has worked closely with families, carers, supported living providers, advocacy groups, and local health and social care teams to understand the barriers preventing people from accessing essential support. Earlier VCMA-funded work revealed very low awareness of the Priority Services Register, limited understanding of carbon monoxide safety, and widespread difficulties managing bills, meters, and financial entitlements. These insights established the need for a tailored approach that goes beyond standard energy advice.

In response, the programme embeds EasyRead communication, supported decision-making, choice and control, and trusted relationships at its core. This co-produced model ensures that support is accessible, non-stigmatising, and aligned with the structures individuals already rely on, enabling personalised and trusted assistance for people with a learning disability or autism and their households.

Evidence gathered by working with local Mencap's over the past three years in West Sussex, East Kent, Croydon, and Reading demonstrates a clear and consistent pattern, that bespoke, face-to-face energy advice delivered by trusted community organisations, is the most effective method for engaging people with a learning disability or autism. These tailored interventions substantially increase understanding of gas and carbon monoxide safety, improve energy awareness, increase PSR registrations, and connect households with vital welfare and energy support systems.

The programme has been shaped by the principles co-developed with our Vulnerability and Carbon Monoxide 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 co-production with trusted community partners, equitable access regardless of

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.

Together, the four Mencap partners and SGN have developed a shared, evidence-driven model that enables early intervention, practical support, and a holistic response to the challenges these households face. This collaborative, insight-led approach ensures the programme remains rooted in lived experience and is well-positioned to improve energy safety, financial resilience, and wellbeing for people with a learning disability or autism across all four regions.

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 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 'Support 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 in partnership with us, Worthing, Croydon, East Kent and Reading Mencap have 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, Worthing, Croydon, East Kent and Reading Mencap 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 East Kent, West Sussex, Croydon and Greater Reading.

Worthing, Croydon, East Kent and Reading Mencap 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, 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	2,500	Quarterly performance – 313
CO Safety Information	2,500	Quarterly performance – 313
CO Alarm Provision	60	Quarterly performance – 8
PSR Conversations	2,500	Quarterly performance – 313
PSR Registration	530	Quarterly performance – 66

Energy Advice (across a number of energy advice measurable areas)	2,500	Quarterly performance – 313
Income Maximisation (across a number of income generating measurable areas)	610	Quarterly performance – 76
Billing / Meter Readings	446	Quarterly performance – 56
Wellbeing Support	850	Quarterly performance – 106
Scam Awareness	868	Quarterly performance – 109
Broadband / Digital Skills Information	160	Quarterly performance – 20
Emergency Fund Provision	135	Quarterly performance – 17
FRS Safe & Well Visit Referral	40	Quarterly performance - 5
Locking Cooker Valve Referrals	28	Quarterly performance – 4
Training, including CO, Energy Efficiency Advice and Front-Line Worker	56	Quarterly performance – 7
Unique Warm Spaces	14	Quarterly performance – 2

Success Criteria

During this two-year project, Worthing, Croydon, East Kent and Reading Mencap Mencaps will deliver direct, intensive support to 2,500 people across East Kent, West Sussex, Croydon and Greater Reading who are at the greatest risk of the health and financial impacts of living in a cold home. This support will be provided through one-to-one, person-centred engagement, delivered via established networks of warm spaces and other inclusive community venues. Individuals receiving this level of support will be helped to take practical actions to improve home safety, warmth, energy use and financial resilience.

Alongside this, the four Mencaps will carry out a wider programme of awareness-raising and light-touch engagement with up to 4,962 households containing someone with a learning disability or autism. This strand will be delivered primarily through marketing / leaflets, in addition to digital platforms and targeted communications channels, enabling consistent reach at scale. Activity will focus on raising awareness of Carbon Monoxide (CO) safety, the Priority Services Register (PSR), energy efficiency and winter preparedness, financial vulnerability support, partnership and service promotion, locking cooker valve awareness, and clear signposting to further help.

Together, these two approaches ensure both depth and reach, those with the highest level of need receive tailored, one-to-one support, while a wider group of households benefit from accessible information and encouragement to take preventative action. As a result, households supported through the project will report improved ability to maintain a safe and warm home, increased financial resilience, better access to entitlements such as the Priority Services Register, and improved 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 the Mencap project extends beyond direct support to individuals with a learning disability or autism across Croydon, East Kent, Reading and Worthing, generating learning that can strengthen inclusive practice across our wider Safe & Warm partnership network and inform future approaches to vulnerability and safeguarding. Delivery through trusted local Mencap organisations has demonstrated the effectiveness of community embedded models in providing accessible energy support to people who may otherwise face significant barriers to engagement.

Working collaboratively with local authorities, supported living providers, voluntary and community sector partners, and advisers with lived experience, our previous project has developed a flexible, person centred approach that reflects the complexity of people's lives. The programme has reinforced that energy safety and affordability cannot be addressed in isolation, but are closely linked to housing, social care, financial resilience, and wellbeing, highlighting the value of coordinated local networks able to respond holistically rather than through fragmented interventions.

Learning from the previous project confirms that people with a learning disability or autism are not “hard to reach” when engagement is led by familiar staff who understand individual communication needs, safeguarding considerations, and the role of carers or supported living environments. Involving family carers alongside individuals, and reinforcing messages through accessible formats such as EasyRead materials, follow up contact, and outreach within existing community, school, and social care settings, proved critical to improving understanding and engagement beyond traditional referral driven routes.

Looking ahead, our new programme offers valuable opportunities for further learning around how relationship based models can be refined and scaled while maintaining quality, consistency, and safeguarding standards. Insights will also be developed around preventative and early intervention approaches, embedding energy advice within existing community and wellbeing settings to reduce crisis driven support and strengthen long term resilience. Learning on partnership working, referral pathways, and the targeting of safeguarding measures will continue to be captured and shared through our established networks. This will contribute to a growing evidence base on what works in delivering inclusive, community led energy support for people with a learning disability or autism, influencing both our activity and the wider energy sector.

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 programme is closely aligned with national and industry-wide approaches to vulnerability, including Ofgem's Vulnerability Strategy as well as local and devolved government strategies to tackle fuel poverty and deliver the ambitions of the Warm Homes Plan. While the energy sector has made progress in improving accessibility, such as offering alternative communication formats and translation services, these measures do not adequately meet the needs of people with a learning disability or autism. This group faces distinct communication barriers, higher levels of digital exclusion, and greater difficulty navigating complex advice or online systems. As a result, many remain effectively excluded from

mainstream energy support, safety protections, and financial assistance. The programme directly responds to this gap by providing a specialist, person-centred model of support that complements and strengthens existing industry provision.

By embedding tailored engagement, EasyRead communication, and learning-disability-specific safeguarding, the programme reinforces our commitment to inclusive service design and aligns with wider regulatory expectations around improving outcomes for customers in vulnerable circumstances. It enhances our internal vulnerability pathways by giving engineers and customer-facing teams a clear, trusted referral route into specialist Mencap-led support. This ensures that when staff encounter customers struggling with communication, energy management, or safety risks, they can connect them to local expertise. In doing so, the programme creates a more complete safety net and improves the consistency and quality of support for households who might otherwise fall through gaps in provision.

The approach also aligns strongly with local authority and devolved government priorities, which increasingly emphasise early intervention, community-based delivery, and targeted support for high-risk groups. By reaching households who rarely engage with formal services, reducing crisis demand on health and social care, and strengthening local multi-agency networks, the programme complements existing fuel poverty strategies and cost-of-living responses. Its community-embedded model supports local commitments to reduce inequalities, improve health outcomes, and address the needs of residents facing multiple, intersecting disadvantages.

In supporting the aims of the Warm Homes Plan, the programme contributes to reducing energy hardship, improving home safety, and ensuring that vulnerable households can maintain warm, healthy homes. It increases access to PSR safeguarding measures, improves understanding of energy use, reduces unsafe coping strategies, and strengthens financial resilience through income maximisation and access to financial assistance. By focusing on people with a learning disability or autism, who are disproportionately affected by fuel poverty but under-represented in national schemes, the programme helps ensure that national policy delivers equitable outcomes across all communities.

Through this collaborative framework, SGN and Mencap are helping to shape a future energy system in which people with a learning disability or autism are no longer overlooked in vulnerability planning. Instead, they receive equitable access to advice, safety protections, and energy-related support, enabling them to maintain warm, safe, and stable homes while reducing pressure on local health, social care, and community services.

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.

Worthing, Croydon, East Kent, Reading Mencap 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’ve worked with leading social impact research consultancy SIRIO Strategies on the development of the Industry Standard Social Value Framework and supporting GDN Rulebook. We’ve 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 £4.52 for every £1 spent.

Social value measurement

Total cost*	£198,906.53
Total gross present value	£1,098,046.54
Net Present Value (NPV)	£899,140.01
SROI	£4.52

*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 Worthing, Croydon, East Kent and Reading Mencap 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	15/04/26

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