

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)
Cold Truth Campaign

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Gas Network Vulnerability & Carbon Monoxide Allowance (VCMA) Governance Document - Project Eligibility Criteria

Section 1 - Eligibility criteria for company-specific projects (other than condemned essential gas appliance repair and replacement)	
In order to qualify as a VCMA project, a project must:	
VCMA Eligibility Criteria	Criteria Satisfied (Yes/No)
a) Have a positive, or a forecasted positive, Social Return on Investment (SROI) and Net Present Value (NPV) including for the gas consumers funding the VCMA Project (GDNs should use a common SROI model).	Yes
b) Either: <ul style="list-style-type: none"> i. Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or ii. Provide awareness on the dangers of CO, or iii. Reduce the risk of harm caused by CO; 	Yes
c) Have defined outcomes and the associated actions to achieve these;	Yes
d) Go beyond activities that are funded through other price control mechanism(s) or required through license obligations; and	Yes
e) Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding.	Yes
Section 2 - Eligibility criteria for company-specific essential gas appliance servicing	
To qualify as a VCMA Project, essential gas appliance servicing must meet the following criteria:	
a) Either: <ul style="list-style-type: none"> 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 condition 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

b) The household cannot afford to service the essential gas appliance, which is assessed against criteria consistent with the Energy Company Obligation (ECO4) Guidance: Delivery document1 (see Appendix 1).	N/A
c) Sufficient funding is not available from other sources (including a social or private landlord, national, devolved, local government funding) to fund the essential gas appliance service.	

Section 3 - Eligibility criteria for Collaborative VCMA Projects	
To qualify as a Collaborative VCMA project, a project must:	
a) Meet the above company-specific and boiler repair and replace (if applicable) project eligibility criteria;	N/A
b) Have the potential to benefit consumers on the participating networks; and	N/A
c) Involve two, or more, gas distribution companies.	N/A

**Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA)
Governance Document - Project Registration Table 2**

Information Required	Description
Project Title	The Cold Truth Campaign
Funding GDN(s)	Cadent
New / Updated (indicate as appropriate)	New
Role of GDN(s) *For Collaborative VCMA Projects only	N/A
Date of PEA Submission	March 2026
VCMA Project Contact Name, email and Number	Name: Phil Burrows Title: Head of Customer Vulnerability Social Programme Delivery Email: Phil.m.burrows@cadentgas.com Number: 07773 545451
Total Cost (£k)	Project costs: £20,859.84 Project management costs: £834.39 Total Cost: £21,694.23
Total VCMA Funding Required (£k)	£21,694.23
Problem(s)	The estimate number of homes in England with damp and mould range from 4% to 27% of homes, or 962,000 to 6.5 million households The reported figure varies due to differences in how damp and mould is

	<p>measured and how it is reported. People living in private or social rented housing are more likely to live in a home with damp and mould than are owner occupiers. ²</p> <p>Damp and mould can be caused by everyday activities including cooking, washing or drying clothes if the property does not have suitable mechanical ventilation and can cause disease and ill health in anyone. However, people with underlying health conditions, weakened immune systems, and some other groups of people are at greater risk of ill-health from damp and mould. Although children spend less time at home than their parents, they are still at risk of serious health issues including childhood asthma.</p> <p>Families on low incomes are less likely to be able to afford the purchase and running costs of a tumble dryer and may not have outdoor drying facilities leaving them with little option but to dry clothing indoors.</p>
<p>Scope and Objectives</p>	<p>The creation of 10 Warm Wash Room centres and upskilling our engineers in the most deprived areas of the Cadent Network starting in Liverpool, Birmingham, Leicester and London offering practical advice and washing and drying facilities withing warm safe place. The project aims to reach 50,000 families this winter with damp and mould advice through a range of channels such as face-to-face conversations, leaflets or signposting to charity partners such as the Green Doctor.</p> <p>These hubs will act as advice centres helping people understand more about energy efficiency and gas safety enabling them to take practical steps to reduce their energy bills and improve their health. It will also include specific advice on identifying the signs of damp and mould and how they can prevent it happening in their homes which will include ventilation whilst cooking and the need to avoid drying clothes indoors. Households in fuel poverty may be more reluctant to open windows as they are concerned about heat loss and may not realise the link between the lack of ventilation and damp and mould.</p> <p>A team of Cadent engineers have been trained to spot the signs of damp in homes. When they identify a problem, they will be able to provide advice on how to tackle the issue and also connect families with our charitable partners who can offer practical support.</p>
<p>Why the project is Being Funded Through the VCMA</p>	<p>Having warm dry clothing is an essential part of healthy living which for some individuals is a luxury they cannot afford either due to cost or lack of suitable local launderette services. Cadent's Centres for Warmth work at the heart of our communities and the 10 locations for the Warm Wash Rooms are within the most deprived areas. This is an investment in the community with Cadent covering the purchase and installation costs and the ongoing post maintenance costs being picked up by the centres. This will enable to community to access a much-needed resource within a location that is familiar to them, and they are therefore more likely to access without fear of stigma.</p>

² [The Burden of Respiratory Disease from Formaldehyde, Damp and Mould in English Housing](#)

Evidence of Stakeholder/Customer Support	<p>Guidance from HM Government ³which is supported by academic research indicates that damp and mould within the home can produce allergens, irritants, mould spores and other toxins that are harmful to health. Even if visible mould is not present, dampness alone can increase the risk of health problems.</p> <p>This project will support families who are likely to be overrepresented among the householders living in poor quality housing and experiencing damp and mould. Partners have advised that due to the shortage of low budget housing, families are less likely to raise issues or get satisfactory outcomes when they do. Concerns have also been raised that children are attending school with damp clothing due to lack of drying facilities.</p> <p>Furthermore, The Child Poverty Strategy ⁴ raises concerns regarding the long-term impact of poor housing on the life chances of children. Specifically, Awaab's Law⁵ which resulted from the death of a child due to untreated damp and mould in a social housing property.</p>
Information Required	Description
Outcomes, Associated Actions and Success Criteria	<p>Cadent will fund and install 10 washrooms within existing centres in the following locations:</p> <p>Wesley Hall Fazakerley Kirkdale St Lawrence Primary School Birmingham Thrive Bonny Downs Barking Churches Inspire Chorley North Lincolnshire Community Vision - Oasis Community Hub Bank Park - Westby Community Centre Final location – To be confirmed</p> <p>Alongside this, we will distribute 22,000 leaflets to those deemed most likely to be affected by mould and damp to advise them of the risks and methods for prevention. For those needing additional support, they can be referred to the Green Doctors programme funded by the Cadent Foundation, where individuals may be eligible for in-house assessments funded by the foundation.</p>
Project Partners and Third Parties Involved	<p>All the required work will be carried out by Cadent staff with a collaborative approach to referrals which fall outside the remit of VCMA funding.</p>
Potential for New Learning	<p>The impact of damp and mould on individual health is being more widely recognised however, significant structural improvements to social housing are unlikely to be implemented in the short term. There is also a shortage of practical solutions to support individuals with advice not to dry clothes indoors impractical for those in fuel poverty</p>

³ [Understanding and addressing the health risks of damp and mould in the home - GOV.UK](#)


⁴ [Our Children, Our Future: Tackling Child Poverty](#)

⁵ [Awaab's Law](#)

Feedback from centres participating in the project will provide evidence of the impact of Community Washrooms on both the health and well-being of individuals. It will also provide an opportunity to gather data regarding the levels of damp and mould within individual properties and any changes which could be attributed to changes in washing and drying habits.

Scale of VCMA Project and SROI Calculations, including NPV

GDN Rulebook
Latest Version Date: 27-09-2024



Name:	cold truth	i	Cost (discounted):	£20,700.71
WACC:	4.97%	i	Customer volume:	22500
Year of assessment:	2026	i	GPV:	£116,882.84
Start year of benefits:	2025	i	NPV:	£96,182.13
End year of benefits:	2026	i	SROI:	£4.65
Attribution:	0.00%			

Non-standardised activity inputs:

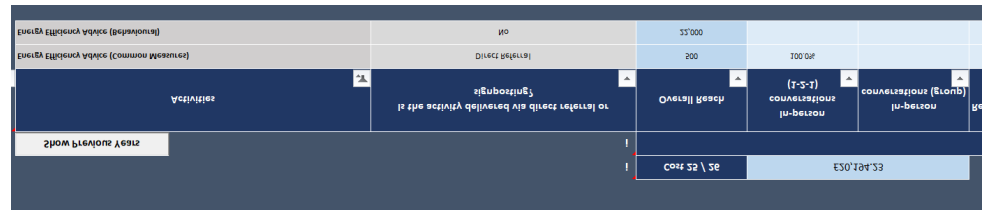
Cost (discounted):	£1,462.61
GPV:	£50,491.66

Buttons: Calculate, Save, Clear

Cost 25 / 26 £20,700.71

The SROI has been calculated using the GDN ENA Rulebook detailed below.

A non-standard calculation has been done to incorporate activities which fall outside the rulebook for this project namely the avoided use of a tumble dryer.



Energy Efficiency Advice Common Measures – Overall reach 500
 Energy Efficiency Advice (Behavioural) – 22, 000 leaflets
 Non-standard avoided use of a tumble dryer - 2,200 individuals, 10% of the number who will get a leaflet

GPV: £116, 882.24
 NPV: £96, 182.13
 £4.65 to £1 spent

VCMA Project Start and End Date

November 2025 to 31st March 2026

Geographical Area

Across all 5 of our networks

Internal governance and project management evidence

Description of GDN(s) review of proposal and project sign-off, with details on how the project will be managed.

Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA) Governance Document - PEA Control Table

In order to ensure that a VCMA project is registered in accordance with the Ofgem VCMA governance document (incl. project eligibility assessment), the below table should be completed as part of the project registration process.	
Stage 1: Sustainability and Social Purpose Team PEA Peer Review	
Date Immediate Team Peer Review Completed: 04/03/2026	Review Completed By: Nicola Campbell
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed:05/03/2026	Review Completed By: Emma Turnbull
Step 3: Director of Sustainability & Social Purpose Sign-Off: Phil Burrows	
Director of Sustainability and Social Purpose Sign-Off Date: 05/03/2026	
Step 4: Upload PEA Document to the Website & Notification Email Sent to Ofgem (vcma@ofgem.gov.uk)	
Date that PEA Document Uploaded to the Website: March 2026	
Date that Notification Email Sent to Ofgem: March 2026	