

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)
PEAK4 – Wellbeing & Health Programme

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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 	N/A

from a permanent or temporary health condition that makes them more vulnerable to health risks associated with cold homes.	
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 document (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.	N/A

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	PEAK4 – Wellbeing & Health Programme
Funding GDN(s)	Cadent only project
New / Updated (indicate as appropriate)	Updated October 2025
Role of GDN(s) *For Collaborative VCMA Projects only	N/A
Date of PEA Submission	01 st February 2025
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)	Partner costs: £34,280.00 Leaflets: £999.81 Project management costs (4%): £ 1,411.19 Total: £36,691.00 Updated October Partner costs: £282,000.00 Project management costs: £11,280.00 Total phase 2 costs: £293,280.00

Total VCMA Funding Required (£k)	£36,691.00 Updated Oct 2025 Total combined costs £329,971.00
Problem(s)	<p>The increasing cost-of-living is having a negative effect on the ability of more than a third of adults in England to be active, according to a new report from Sport England, with deprived areas being hit hardest. The report, which surveyed nearly 3,000 people, found that 36% reported they could not afford to be active while 29% said they had less time to exercise, often because of having to work more. ^[OBJ]</p> <p>People from the most deprived areas and lower socioeconomic backgrounds are more likely to say their levels of physical activity have been negatively affected by cost-of-living increases.¹</p> <p>The link between deprivation and poor diet is not surprising, given the connection between diet and ill health. Furthermore, there is a strong relationship between deprivation and various diet-related health problems, including cardiovascular disease and diabetes.</p>
Scope and Objectives	<p><u>Project Scope</u></p> <p>Cadent will invest £36,691.00 of VCMA funding to develop, create, and promote a Health and Wellbeing Programme aimed at families living in vulnerable situations. The program will be delivered through our VCMA-funded Centres for Warmth and will be delivered in partnership with PEAK4.</p> <p>PEAK4 is a company that does things differently. Consisting of specialists in the field of mental and emotional resilience, fitness and health, nutrition and wellbeing they have worked with some of the best in the world of sport to help them achieve excellence in both mind and body.</p> <p>The partner will utilise VCMA funding to offer, energy efficiency, carbon monoxide (CO), Priority Service Register (PSR) advice, and wider advice on healthy lifestyles for households in the most deprived wards within Cadent's Northwest area.</p> <p>PEAK4 has access to a wide range of wellbeing specialists that can be deployed across the UK. They will develop and deliver two projects. A Wellbeing Programme that ensures all community members receive simple but impactful practical education and techniques that will improve the way that they live, and a Coach-the-Coach course for the community football teams.</p> <p>PEAK4 will also provide free promotion on their social media networks for each Centre for Warmth that takes part in the project. This will raise the profile of each centre for potential future funding opportunities.</p> <p>1. Modular Wellbeing & Health Programme</p> <ul style="list-style-type: none"> • Design and deliver four Core Programme Modules which will be delivered in collaboration with the five selected Centres for Warmth. • The course content is relatively generic but will be adopted to ensure it reflects each Centre for Warmth's demographics – age, gender etc.

¹ <https://www.theguardian.com/sport/2024/jan/11/adults-active-cost-of-living-crisis-fitness-gym#:~:text=%E2%80%9CPeople%20from%20the%20most%20deprived,increases%2C%E2%80%9D%20the%20report%20states.>

- Each module can be delivered in 2-hour sessions (but can be shortened to reflect the Centre's timetable).
- Each Module can accommodate between 20 – 40 delegates.
- Courses can be delivered in the morning, afternoon or evening.
- Deliver in-depth conversations on the PSR, CO and energy-saving measures.

2. Community Football Academy Course

- The Peak4 Team will offer a Football Academy support course to the community-based teams.
- 1-hour nutritional education course.
- Coach two teams for 45 minutes (per team) and a Q&A session.
- Coach all age groups (up to 55) in a classroom interactive session for up to 60 minutes afterward two sessions referenced focused on best practice coaching for GEN Z Grass root players.
- Deliver in-depth conversations on the PSR, CO, and energy-saving measures.

Project Objectives

1. Wellbeing & Health Programme

150 individuals will receive in-depth advice on the four modules listed below and will receive in-depth advice on Cadent messaging on the PSR, energy efficiency, and CO safety advice.

Week 1: The importance of sleep

- Introduction to sleep and its importance to the body
- Impact of poor sleep
- How to set-up for good sleep
- Pre-sleep relaxation techniques
- Overcoming sleep barriers
- Putting it all together

Week 2: Stress Management, Anxiety & Emotional Resilience

- The impact of stress
- Recognising the symptoms
- Stress Management Techniques
- Retraining negative thoughts
- Mindfulness & Meditation
- Setting realistic goals
- Creating a Stress Management Plan

Week 3: Nutrition & Hydration

- Why is a balanced diet important?
- How to make several nutritional meals with 5 simple ingredients (bespoke to CFW)
- Will use foodbank or pantry ingredients if applicable
- Why hydration is so important to body, mind and spirit
- The symptoms of hydration
- Techniques to avoid hydration (E.g. Electrolytes)

Week 4: Exercise Education & Management

- Benefits and types of exercise?
- Preparing for exercise
- Set SMART goals
- Introduction to cardio, strength & flex training
- Building a routine
- Creating a personalised plan
- Staying motivated

Community Football Academy Course

160 individuals will be reached with Cadents messaging on the PSR, energy efficiency advice, and CO safety advice.

60 individuals will be through the football teams and 110 individuals through the Q&A session.

1-hour Nutritional Education Course – Across two centres

Individuals will receive in-depth advice on the 3 core elements:

- Fuelling - 15 mins
- Recovery – 15 mins
- Hydration – 15 mins
- Practical application & planning

3-hour Coach the Coaches Course - across two centres.

PEAK4 will coach two teams (30 individuals max) for 45 minutes for each team.

Q&A audience to coaches of all age groups (Max 55 coaches). This will be a classroom interactive session for up to 60 minutes afterward two sessions referenced focused on best practice coaching for GEN Z Grass root players.

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Due to the success of Phase 1 of this project, Cadent have decided to implement and provide VCMA funding to expand the project.

This consists of a tailored online wellbeing experience aimed at the Centres for warmth clientele.

Centres can choose from bespoke content and deliver this within their centre sessions. Subjects will include;

- **Active** – Encouraging physical activity and movement.
- **Recovery** – Strategies for rest and recuperation.
- **Mindfulness** – Techniques for mental clarity and stress reduction.
- **Sleep** – Improving sleep hygiene and quality.
- **Hydration** – Understanding the importance of water intake.
- **Nutrition** – Promoting healthy eating habits.
- **Leadership** – Building confidence and leadership skills.
- **Lifestyle** – Creating sustainable, positive habits.

Content will include a full wellbeing package along with carbon monoxide safety, PSR advice, energy efficiency tips and net zero information.

Over the 6-month period each centre will also have two in person sessions of their choice, with a specialist.

	<p>Each time the centre logs in, to deliver a session they will earn reward points and every month the centre with the most points will win a prize, such as a face-to-face yoga session or a food shop voucher.</p> <p>Each of the 10 centres will have 2 logins but they will also have 100 community end user logins to provide to customers to use anytime.</p>
<p>Why the Project is Being Funded Through the VCMA</p>	<p>We believe that the project meets all of the Vulnerability and Carbon Monoxide Allowance eligibility criteria:</p> <ol style="list-style-type: none"> a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project: <p><i>The project delivers a positive forecasted social return on investment. This is based on achieving the target reach for income maximisation, registrations to the PSR, and education on carbon monoxide. More information can be found in the relevant section below.</i></p> b. Either: <ol style="list-style-type: none"> i. Provide support to consumers in Vulnerable Situations and relate to energy safeguarding, or, ii. Provide awareness of the dangers of CO, or, iii. Reduce the risk of harm caused by CO; <p><i>The project delivers services that meet all three elements of this criteria. For example, the specialist advisors will help households maximise their income, enabling residents to afford the cost of heating their home to an adequate level. The project will also raise awareness of the dangers of CO and promote registration to the PSR.</i></p> c. Have defined outcomes and the associated actions to achieve these: <p><i>Cadent and PEAK4 have entered into a service agreement that will contain the project objective and actions. Further detail can also be found below.</i></p> d. Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations, and, <p><i>This method of delivering support to customers in vulnerable situations falls outside of Cadent's BAU activities and other licence conditions.</i></p> e. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding, <p><i>This project will be solely delivered through Cadent's VCMA funding.</i></p>
<p>Evidence of Stakeholder/Customer Support</p>	<p>Customer Insight Bulletin 29th July 2024:</p> <p>Energy price hikes ‘hit physical and mental health’</p> <ul style="list-style-type: none"> • High energy prices have damaged the physical and mental health of vulnerable people in Northern Ireland, new research by the Utility Regulator suggests. The regulator commissioned a research company to interview 42 people between November 2023 and January 2024. • It found that many of the participants had adopted "harmful coping strategies" such as skipping meals or drastically reducing their energy use. One of the female interviewees said that "in the depths of January blues, I transferred 90p from my savings account into my current

	<p>account so that I could top up on electricity. I thought to myself, this is a new low,".</p> <p>Cadent regularly looks at up-to-date research and every quarter engages with stakeholders and customers. By doing this, Cadent can ensure that projects stay relevant and serve our customers in the most effective way.</p> <p>Opinion Matters research <i>The research was conducted by Opinion Matters. The research was from 3rd to 6th January of parents of children aged between 12 months and their 11th birthday. There were 2002 responses:</i></p> <ul style="list-style-type: none"> • 92% of parents often felt short on time when it comes to preparing family meals. For 57%, this occurs regularly or always. • 26% have had to choose between cooking a meal or having the heating on. • 48% agree that rising bills have made it difficult to feed their family nutritiously. • 48% have skipped a meal in order to ensure they feed their child/children. 32% have done so multiple times. • 41% of parents agree that they have cooked fewer meals from scratch as they can't afford the ingredients as often. • 63% of parents regularly use slow cookers and/or air fryers to reduce energy costs. <p>Due to the success of phase 1 of this project it has been decided to continue with phase 2. This project will empower the centre managers and their staff by training them to deliver wellbeing classes and support individuals on their fitness and wellbeing journey.</p>
Information Required	Description
Outcomes, Associated Actions and Success Criteria	<p><u>Project Outcomes</u></p> <p>The VCMA project will be delivered in partnership with PEAK4 and aims to support 310 individuals with eating nutritious meals on a budget, maintaining a healthy lifestyle, energy efficiency, CO education, and individuals will be supported to register for the PSR. Individuals who require more in-depth advice will also be signposted to Cadent Centres for Warmth for additional advice and support.</p> <p><u>Associated Actions</u></p> <p>Mobilisation Period:</p> <ul style="list-style-type: none"> • Cadent to arrange all five centre introductions with the PEAK4 team. • Sessions will be designed and coordinated based on the centres and community needs. • Cadent will train the PEAK4 team on CO, PSR, and energy efficiency advice. • Content will be created for each centre specifically to promote the sessions within the local areas. • PEAK4 will leaflet drop to the communities around the centres, GP surgeries, and schools.

- Cadent will provide PEAK4 trainers with the materials required to enable to deliver the project. These materials will include leaflets and CO alarms.

Service Delivery and Project Management:

In addition to the core activity of signposting individuals who require more in-depth support including income maximisation and benefit checks directly to the centre, the delivery will include:

- Peak4 will host five Health & Wellbeing programs in the Northwest network that consist of four weekly sessions.

Every fitness session will include a 15-minute well-being conversation where the staff and group will discuss topics such as healthy eating, CO safety tips, PSR advice, and education on energy-saving measures.

Outcomes

- Individuals will report an increased awareness of the dangers of CO and have a reduced risk of harm caused by CO.
- Individuals will report reduced levels of anxiety in fearing a utility outage due to an increased knowledge of the PSR.
- Individuals will report an increased knowledge of cooking on a budget, and healthy cooking utilising food from the foodbanks within the centres.
- Individuals will report an increase in physical activity.
- Individuals will report an improvement in mental and physical health associated with attending the exercise sessions.

Individuals will report a reduction in loneliness and isolation because of attending the sessions.

Updated October 2025

In addition to the above:

- Individuals will report an increased sense of taking control.
- Individuals will report a wellbeing benefit of feeling more confident.
- Individuals will report a wellbeing benefit of improved mental and general health.
- Partners will feel empowered and gain additional skills to deliver ongoing sessions.

Success criteria

The success of the project will be evaluated against meeting the project's objectives.

These objectives include:

- Deliver five health & Wellbeing Programmes across five centres.
- Deliver two successful Football Programmes across two centres.

	<ul style="list-style-type: none"> • 310 individuals will receive education about the PSR. 31 individuals will be helped to sign-up to the PSR. • 310 individuals will receive help and education about energy efficiency measures in the home. • 310 individuals will receive education and awareness about CO. 310 of the most at risk will receive a CO alarm. • 310 individuals will attend sessions across the course of the project. • 310 individuals will report an improvement in their sleep, emotional resilience, nutrition and exercise education levels. • 310 individuals will receive education about healthy eating and cooking on a budget. • The PEAK4 will provide tools and materials for the 310 individuals to continue a healthy lifestyle once the sessions have ended. • 150 individuals who complete the Wellbeing & Health Programme will receive a certificate as an acknowledgment for completing all modules. • 160 individuals who complete the Coach the Coaches course will receive advice on best practice coaching. <p>Updated October 2025</p> <ul style="list-style-type: none"> • 10 centres will use the app and resources. • 10 centre staff trained to be a trainer to deliver the wellbeing sessions. • 200 people per month engaging in the app sessions during other group activities =1,200 across 10 centres over 5 months • 100 attending the in-person specialist sessions across 10 centres. • 500 individuals will receive personal logins to use the app at home across 10 centres.
Project Partners and Third Parties Involved	PEAK4 and Cadent Centre for Warmth Network
Potential for New Learning	<p>Every area within Cadent’s network sees households suffering the same issues, fuel poverty and low income. These factors in turn have a knock-on effect on the individual's physical and mental health. Cadent have learned that each area also has issues specific to them and these are dealt with differently. To help increase cross-network understanding Cadent has set up a forum for the Centres for Warmth. As this project draws on collaboration between Inspiring Fitness and Cadent’s Centre for Warmth network, Cadent will continue to seek feedback from centre staff and Inspiring Fitness to ensure that the program is relevant and is helping with individual's mental and physical health.</p> <p>Every quarter Cadent and its project partners will meet. These meetings will discuss various topics, and share stories, tips, and best practices.</p> <p>Cadent will continue to listen to our partners to try to improve the support and services where possible, through our Inspiring Fitness and Centre for Warmth partnerships to assist our most vulnerable customers.</p>
Scale of VCMA Project and SROI Calculations, including NPV	<p><u>The scale of VCMA project</u></p> <p>Cadent will invest £36,691.00 of the VCMA funding into the design, creation and promotion of the PEAK4 project.</p> <p><u>SROI Summary</u></p> <p>310 individuals will be reached across the two projects that will be delivered within five centres.</p>

Project information:		Results:	
Name:	PEAK4	Cost (discounted):	£35,131.42
WACC:	4.97%	Customer volume:	971
Year of assessment:	2025	GPV:	£1,693,992.11
Start year of benefits:	2025	NPV:	£1,658,860.69
End year of benefits:	2030	SROI:	£47.22
Attribution:	0.00%		
Non-standardised activity inputs:		<input type="button" value="Calculate"/> <input type="button" value="Save"/> <input type="button" value="Clear"/>	
Cost (discounted):	£3,910.09		
GPV:	£1,645,432.06		

Total Investment = £36,691.00

One-year gross present value = £1,661,418.72

Five-year gross present value = £1,693,992.11

One-year net value = £1,626,287.30

Five-year net value = £1,658,860.69

Five-year SROI Ratio = £1:47

Updated October 2025

The new SROI has been calculated using the ENA Rulebook as below:

GDN Rulebook
Latest Version Date: 27-09-2024



Project information:		Results:	
Name:	PEAK4 phase 2	Cost (discounted):	£320,923.82
WACC:	4.97%	Customer volume:	1591
Year of assessment:	2026	GPV:	£2,417,395.48
Start year of benefits:	2025	NPV:	£2,096,471.67
End year of benefits:	2026	SROI:	£6.53
Attribution:	0.00%		
Non-standardised activity inputs:		<input type="button" value="Calculate"/> <input type="button" value="Save"/> <input type="button" value="Clear"/>	
Cost (discounted):	£285,970.02		
GPV:	£2,261,347.35		

The following activities have been measured using the nonstandard calculator as follows:

Total Investment: £329,971.00

10% of the total reach of 1,200 over 6 months has been assumed for this calculation.

120 individuals will experience a better sense of being in control through attending sessions and using the app at home.

120 individuals will feel more self-confident by attending sessions and improving their knowledge and health.

	<p>120 individuals will feel a well-being benefit of improved general health. The outcomes from Phase one have been included in this calculation (see above)</p> <p>310 will receive CO advice and a free alarm 310 will receive energy efficiency advice 5 centre managers will be trained on the train the trainer course 31 individuals will be registered onto the PSR. SROI for the whole project is £6.53</p>
VCMA Project Start and End Date	<p>Start date: 01/02/2025 End Date: 30/09/2025</p> <p>Updated October 2025</p> <p>Start date: 05/10/2025 End date: 31/03/2026</p>
Geographical Area	The project will be delivered across the Northwest and West Midlands of the Cadent Centre for Warmth Network.

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

<p>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.</p>	
<p>Stage 1: Sustainability and Social Purpose Team PEA Peer Review</p>	
<p>Date Immediate Team Peer Review Completed: 31/01/25</p>	<p>Review Completed By: Gemma Norton</p>
<p>Date updated Immediate Peer Review Completed: 03/11/2025</p>	<p>Review Completed By: Mary O'Shaughnessy</p>
<p>Stage 2: Sustainability and Social Purpose Team Management Review</p>	
<p>Date Management Review Completed: 31/01/25 03/03/2026</p>	<p>Review Completed By: Gurvinder Dosanjh Emma Turnbull</p>
<p>Step 3: Head of Customer Vulnerability Social Programmes Sign-Off: Phil Burrows</p>	
<p>Director of Sustainability and Social Purpose Sign-Off Date: 18/02/25 and March 26</p>	
<p>Step 4: Upload PEA Document to the Website & Notification Email Sent to Ofgem (vcma@ofgem.gov.uk)</p>	
<p>Date that PEA Document Uploaded to the Website: March 25 and March 26</p>	
<p>Date that Notification Email Sent to Ofgem: March 25 and March 26</p>	