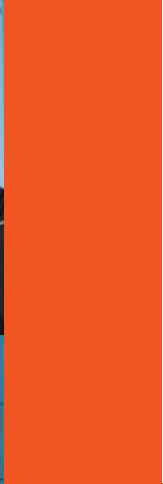


# Discretionary Reward Scheme 2015-18





# Contents

**PAGE 04**

**Delivering social outcomes  
that benefit all**

**PAGE 06**

**Educating and delivering  
environmental change**

**PAGE 08**

**Providing CO awareness  
to those that need it most**

**PAGE 10**

**Notes**



# Our Social Strategy makes a real difference to people's lives

We care about having a positive impact on the communities we serve. Over the past three years we've developed innovative ways to help those in fuel poverty and keep our customers in vulnerable situations safe, warm and independent. By engaging with our customers and collaborating with other organisations, we've created a range of tailored services designed to make a genuine difference.

## VULNERABLE CUSTOMERS

Over the past three years, we have driven fundamental cross-industry change for customers in vulnerable situations to ensure a single consistent Priority Service Register (PSR) for energy customers in the UK. It has taken a gargantuan effort to achieve this but the outcome is that we have made it quicker and easier for customers to sign up to the PSR.

The driving force for change has been the cross industry Safeguarding Customer Working Group (SCWG) and chaired for the full DRS period by our Social Obligations Manager Jo Giles.

### Consistent Needs Codes across the energy industry

We are justly proud that three years of relentless collaboration has meant that all energy companies are now using a consistent set of Needs Codes which clearly define what customers registered with the PSR can expect.

This allows customer details to be consistently understood and actions tailored by all energy companies.

Going beyond our own industry obligations to help our vulnerable customers, we are working with the water industry to roll out the registration process and data sharing to their customers by April 2020.

### Gaining trust is vital to the success of the PSR

Customers joining the PSR need to know that their personal information will only be used

to support them, in line with data protection regulations and privacy laws. We have been working on multiple initiatives to ensure the security of our customer's sensitive data:

- **Privacy impact assessment**

We've developed an industry-wide template to make sure all PSR data is kept secure and used in the right way. The Information Commissioner's Office (ICO) has highlighted the energy industry's approach on informed consent as 'best in class' and shared it with the UK Regulators Network.

- **PSR verbal consent principles**

Industry principles have been developed providing consistency in how explicit verbal consent is gained. It doesn't matter who you register with, your data will be kept safe throughout the industry, building trust in the PSR and the industry joint approach.

- **PSR promise**

An easy-to-understand PSR promise has been developed to be used across the industry and by trusted partners. It details what the PSR will and will not be used for in line with the ICO's guidance on privacy laws.

- **PSR frequently asked questions**

SCWG established the questions that customers were most commonly asking and then, working with a Distribution Network Operator (DNO) and a supplier, wrote standard responses to help customers understand how we work together to deliver the PSR services. The FAQs and responses have been



**This year 4,262 customers in vulnerable situations have been registered onto the PSR."**

published by SCWG and are available to all organisations with an interest in the PSR.

- **Power of Attorney process for PSR**

For those customers who may be living with dementia or mental health conditions that impact on their capacity to make a decision, SCWG has worked with the Office of the Public Guardian and the Alzheimer's Society to create a simplified Power of Attorney process. This process enables energy companies to get explicit consent for PSR registration in circumstances where customer capacity might be fluctuating or lacking.

- **Data Transfer Assurance**

We are leading on the process audit for the new shared data flows across the energy industry. This has provided assurance to customers and industry stakeholders that the process is robust by ensuring the data flows across the systems as designed.



**Building partnerships to connect customers to wider services."**

## REFERRAL SCHEMES

We have built partnerships with organisations active in our communities to share information about each others' services. These partnerships create a powerful tool to connect customers to the services they need, in or out of our industry.

By providing our front line staff with the right toolkit, we are making sure our customers receive both the services we can provide and those services other organisations are best placed to provide.

We have established 82 referral schemes throughout our networks with organisations such as local authorities and charities. Other organisations can refer customers to us for industry PSR registrations and our safeguarding services: gas emergency service, fuel poor connections, locking cooker valves and CO alarms.



## MEETING THE NEEDS OF OUR STAKEHOLDERS

**Improving communications with our deaf customers**

Working in partnership with the Royal Association for the Deaf (RAD) we identified a gap in communicating vital safety messages to our deaf customers. We have addressed this gap through the SCWG and produced three videos in partnership with RAD that use signing.

The videos cover what you should do if you smell gas, what to do if you have a power cut and what to do if you want to join the Priority Service Register (PSR).

The videos were shared with all GDNs through the SCWG. Each GDN has uploaded the videos to their website. They have been viewed 252 times over the past year on our website.

We've also jointly funded a sign language translator service to provide video-conferencing for our deaf customers. This will enable effective communication on site between our engineers and deaf customers without them having to wait for a sign language translator to arrive.

## LOCKING COOKER VALVE

### Lockable valves are key to safety

This simple safety device allows those with dementia and other similar illnesses to retain their independence and stay safe in their homes.

The lockable valve is installed for free on the pipework to the cooker or hob. When locked, it stops gas flowing and can only be opened with a key. This means that when locked, the gas cannot be left on accidentally.

We've been proactively promoting this service working with the emergency services, local councils, SCWG partners and charities such as the Alzheimer's Society. We've promoted the service on our website and made a Facebook video which has been viewed over 19,000 times.

Our delivery model has been really successful and we've shared it with all GDNs. This has resulted in us being able to fit over 277 valves, ensuring our customers can retain their independence and stay safe in their homes, while providing reassurance for families and carers.

**277** locking cooker valves fitted for our customers

## REDUCING THE IMPACT OF ELECTRICITY INTERRUPTIONS

### Partnering with Western Power Distribution

We worked with Western Power Distribution (WPD) on a scheme in Derbyshire to reduce the impact on customers who experience frequent power cuts. Through this scheme we identified 400 homes that suffered regular electricity interruptions, are likely to be fuel poor and are not connected to the gas network. It was important to both partners to better understand the characteristics and behaviours of these homes and to provide support to reduce the impact of power outages. Where viable energy efficiency measures were installed, with high level benefits being:

- 98 households benefited from external wall insulation;
- 34 customers received new gas connections and heating solutions (reducing their reliance on electricity to heat their homes);
- One household claiming additional benefits of £9,176;
- £2.73 of benefits delivered for every pound of funding.

Householders in the scheme could also take advantage of advice including: how to maximise income; energy tariff advice; behaviour change advice; energy efficiency installations; heating solutions; new connections to the gas network and registering for additional support due to their vulnerable situation.

## UIP MODEL

### Utility Infrastructure Provider connections

We have led the successful development of the Utility Infrastructure Provider (UIP) model, liaising with housing associations to identify potential infill projects where customers could benefit from a main gas connection. This has led to over 1,500 completed connections with over a thousand more scheduled, benefiting our customers through cheaper energy bills.

## OFF GRID PROPERTIES

### Using big data to tackle fuel poverty

Through our Fuel Poor Delivery partner, Affordable Warmth Solutions (AWS), we have funded the development of technology that uses publicly available data to accurately predict which homes are likely to be in fuel poverty. The analysis is done without the need for costly home visits or time-consuming data entry.

Identifying fuel-poor homes more accurately and on a large scale allows us to target our resources more effectively and provide solutions to help more people out of fuel poverty. It also indicates those fuel poor and vulnerable households off the gas grid that could qualify for support under the Fuel Poor Network Extension Scheme and other essential services.

The prototype was delivered in March 2018 identifying thousands of homes which are highly likely to be living in fuel poverty and have engaged with these homes through a social media campaign that commenced in March 2018.

Upon completion of our trial period the results will be shared through the Fuel Poverty Working group and the tool will be made available to local authorities and other key stakeholders.

## CITIZENS ADVICE COVENTRY

### Citizens Advice collaboration fuels significant savings

In October 2016, with our partner Affordable Warmth Solutions, we teamed up with Citizens Advice Coventry (CAC) and developed a new way of helping Fuel Poor households save money and learn about the safeguarding services available to them.

CAC took 582 referrals and provided advice in areas such as making the most of income and managing debt, energy tariffs and switching, energy efficiency and joining the PSR.

From these referrals almost £1.4 million in potential savings were identified, of which £394,617 has already been secured. In addition, 183 households were signed up to the Priority Service Register.

The scheme provides a proven blueprint for helping vulnerable customers and it has been shared with the GDNs through the Fuel Poverty Working Group.

## COST BENEFIT ANALYSIS

Project	Cost Breakdown	Key Outcomes
System costs	£550,000	System implementation of 27 consistent Needs Codes and 82 referral schemes
Training costs	£6,591	205 employees trained on the PSR
RAD Partnership	£312.50 for videos £875 for translator service	Three signing videos produced for key safety messages: what you should do if you smell gas, what to do if you have a power cut and what to do if you want to join the PSR
Locking cooker valves	£46,516	277 customers have been able to retain their independence and stay safe in their homes
Industry Non-Gas Mapping Programme	£50,000	1,000s of homes identified which are highly likely to be in fuel poverty and a targeted social media marketing campaign has been launched to encourage households to switch to gas
Working with WPD	£20,000	<ul style="list-style-type: none"> <li>• One household claiming additional benefits of £9,176</li> <li>• 98 households benefited from external wall insulation</li> <li>• 34 customers received new gas connections and heating solutions (reducing their reliance on electricity to heat their homes)</li> <li>• £2.73 of benefits delivered for every pound of funding</li> </ul>
Citizens Advice Coventry initiative	£60,000	<ul style="list-style-type: none"> <li>• £1,393,000 in potential savings identified, of which £394,617 has already been secured</li> <li>• Blueprint developed that captures best practice for targeted services</li> </ul>

# Powering a greener future

We're committed to high standards of environmental performance, protecting and improving the environment and seeking new, innovative and sustainable ways to reduce our carbon footprint. In doing so, we create long-term value for our customers, employees and stakeholders.

## OUR COMMITMENT TO COLLABORATING ON ENVIRONMENTAL RESEARCH AND PUBLICATIONS

### Future of Energy report informs the debate on decarbonisation

The Climate Change Act 2008 set a challenging target of reducing greenhouse gas emissions, the majority of which is carbon dioxide (CO<sub>2</sub>), to 20% of 1990 levels. The impact of this on heat and transport will be massive. To inform the debate, we collaborated with the Energy Networks Association (ENA) and commissioned KPMG to produce a report on the future of energy. The report explores cost effective and practical options for the decarbonisation of heat with a particular focus on the critical role of gas and the impact on gas networks.

#### The Green Gas booklet

The Green Gas booklet was written in collaboration with ENA members alongside contributions from a wide selection of

non-members who are experts in their fields. It provides an in-depth look into the range of 'green gases', and their uses, benefits and potential challenges.

#### Thought leadership papers

Over the last three years we have published a range of thought leadership papers addressing the critical role that gas has to play in the future energy mix. These papers have provided insight and laid out to our stakeholders what gas has to offer as part of the shift towards lower carbon energy networks. Through these papers we have encouraged stakeholders to take part in the discussion on the challenges and opportunities facing the UK's energy needs.

## HYDROGEN BLENDING

### First project in the UK to add hydrogen into the gas network to obtain hard data on the impact

In partnership with Keele University and Northern Gas Networks, Cadent, through the HyDeploy project, are providing the evidence for hydrogen blending both in the lab testing of appliances and through house-to-house testing of domestic and commercial properties at Keele in controlled environments.

Testing on appliances within the properties started in January 2018 and ran for two months, the results of which are currently being analysed and prepared for submission to the HSE for an exemption to be able to run the trial, which will begin in the summer of 2019. During the house-to-house testing, a number of privately owned appliances were identified as being below standards in which case the project was able to replace the customers' appliance free of charge. Simultaneously all properties were issued with a CO alarm.

Hydrogen blending is an exciting advancement for the gas networks to achieve a carbon reduction without having to change appliances. These disruption and cost factors are extremely important to our customers.

This trial will lay the foundations for approval for hydrogen blending across the gas networks, shaping the hydrogen debate for the future role of gas across the industry.

## CNG – fuelling HGVs

### Reducing the carbon footprint of HGV transportation – making CNG the first choice

In partnership with CNG Fuels, we were extremely proud to install the first commercial high-pressure Compressed Natural Gas (CNG) refuelling station, at Leyland in Lancashire. The new facility is connected to our local transmission system and has been operating since March 2016. The John Lewis Partnership is the main customer for the station and fuels its fleet of HGVs based at its regional distribution centre nearby. We started by fuelling 30 HGVs and the success of the venture has enabled the fleet fuelled to continually increase.

We also have 19 of our own core and vac vehicles installed with a CNG conversion kit. As the supply infrastructure grows we will be able to expand this.

#### Communicating the success to a wide stakeholder and customer base

So far, we have used our website, produced videos, press releases and conference presentations to share the benefits of using CNG for HGVs with our stakeholders.

We also commissioned an independent report by consultants Element Energy that showed connecting directly to the high-pressure gas system has increased environmental benefits, as less energy is needed to compress the gas to make it usable as fuel.

#### Key highlights from the report are:

- 84% savings on CO<sub>2</sub> emissions when compared to existing HGV operation ('oil well to motion' figures)
- Bio-methane CNG dispensed from Leyland is 35-40% cheaper than diesel
- New Waitrose CNG trucks save 100 tonnes of CO<sub>2</sub> a year per truck
- A refuelling station on the high-pressure system emits 79% less CO<sub>2</sub> than stations on the medium-pressure system.

## CONTINUE TO SHAPE THE INDUSTRY

### Working group boosts bio-methane potential

Bio-methane, a low-carbon gas made from waste materials, is playing an increasingly important role in the mix of fuel sources used on our network.

To make it easier for bio-methane producers to bring their gas on to our distribution network, and to achieve the required standards, the Bio-methane Standardisation Working Group was established and is chaired by Cadent. All independent distribution networks are represented and we meet regularly with bio-methane producers and industry bodies to explore innovative ways to increase the number of projects connected to our network.

Bio-methane producers are required to carry out risk assessments of their plant before it can be connected to our network. We have applied a pro-forma and changed the meeting format to better comply with both the GQ8 management procedure and better assist our customers in their regulatory obligations, ensuring risk is assessed and managed through the lifecycle of the plant. This is completed before the design phase and allows us to assess the suitability of the plant design and operation, which has been shared through the working group.

We are listening to our stakeholders and have simplified our processes to reduce costs for producers, and ultimately customers. We have introduced in house, off-line gas sampling supporting and simplifying the risk assessment process for producers.

Where gas quality issues have been identified, we have worked closely with producers to resolve them quickly and efficiently, for example through operator days where we attend site to support our customers and suppliers to understand and implement improvements to the process.



**Using bio-methane in our HGVs will deliver significant environmental and operational benefits to our business."**

**Justin Laney, General Manager, Central Transport, John Lewis**

# GREENHOUSE GAS REDUCTIONS & LEAKAGE AND SHRINKAGE

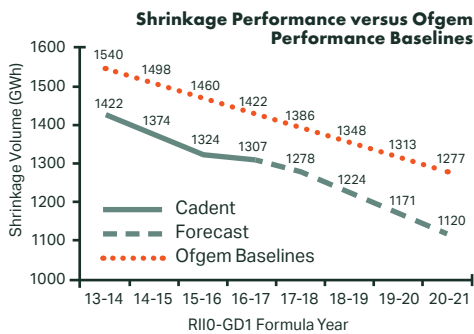
## Innovation in pressure management cuts gas leakage

We are committed to meeting gas demand efficiently and at the same time keeping gas leaks from our network to a minimum by operating the system at the lowest pressures possible.

We have established a pressure management team whose role is to bring together all elements of Shrinkage reduction and environmental emissions improvements.

### Greenhouse gas reductions well ahead of target

Over the past three years, we've cut our greenhouse gas emissions by 3% year on year, primarily through our mains replacement programme, and that trend is continuing.



One key innovation is adjusting network governors to increase the distance through which the chemical MEG travels through the system. MEG improves the seal on lead yarn joints between cast iron pipes resulting in less leakage.

We have played a pivotal role in the MEG best practice group in collaboration with the other GDNs. Through this group we have shared our operating approach to MEG and the areas we are targeting. The group has gone on to form a new system pressures best practice group, taking the learnings from our work to reduce leakage.

Overall, our emissions up to April 2017 were 1.383 million tonnes of CO<sub>2</sub> equivalent, which is a 64% reduction from our 1990 baseline. We reached our 2020 target of 45% reduction in 2013 and are predicted to hit the 2050 UK Government target of 80% reduction in 2026.

We are 6% ahead of our RIIO GD1 target in reductions for company transport emissions and 31% ahead of target for energy consumption in our buildings.

## REDUCING OUR ENVIRONMENTAL FOOTPRINT

### Our recycling schemes cut waste to landfill

We have been on a mission to recycle the material we dig from holes, achieving a healthy 96% recycling of all materials. This has significantly reduced the amount of waste we send to landfill.

Our environmental initiatives have been shared as best practice with the water industry through our strategic partners.

One of the advances that has made a contribution to our environmental footprint reduction is the trailblazing 'Core and Vac' keyhole technology. We now have 14 vehicles across our four networks equipped to use this technique, by drilling down into the road allowing access to pipes for repair with minimal excavation, completing repairs in one day that used to take a week.

The waste PE pipe from our operations is now recycled instead of being sent to landfill. We use a recycling company to grind it down and sell it as plastic granules that can be used to make signs, barriers and plastic furniture.

Since 2015, we've recycled 1,683 tonnes of waste PE pipe.

The strategy we have embedded across our business demonstrating our care for the environment continues to deliver. For example, during the renovation of our new Coventry site we achieved 100% recycling of all cables, glass, metals, plasterboard, wood and fluorescent tubes.

## COMPANY FLEET INITIATIVES

### We are committed to meeting the highest EU6 emission standards

We recognise our responsibility to reduce the emissions of our fleet of business vehicles. Over the past two years, we've replaced 750 of them and we'll update another 300-400 in the next two years. This means from April 2019 all our vehicles will at least meet the EU6 standard on emissions.

#### Company car users

We encourage employees to use video-conferencing and car share where possible. We cap the emissions of cars we make available to employees and also incentivise them to choose the least

polluting vehicles. Around 90% of our company car drivers have taken up this green incentive.

#### Trialling new BT software in our vehicles

We partnered with BT to trial a software upgrade on 1,000 of our vehicles to see if it reduced emissions. The results of the trial showed no discernible improvement primarily due to the small amount of motorway driving undertaken. We decided not to go ahead with wider implementation.

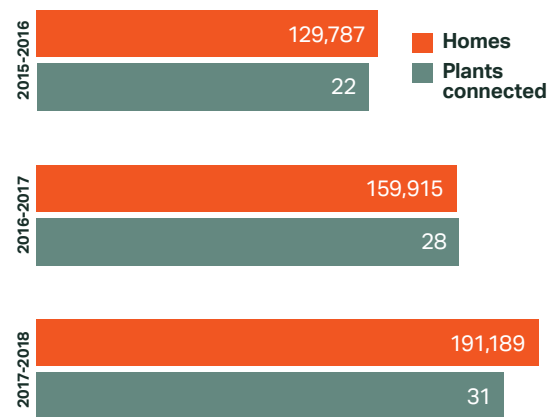
## FIRST CAPITAL CITY BIO-METHANE PLANT

### London benefits from having its first bio-methane plant

The first bio-methane plant to supply the UK's capital went live on 1st November 2017.

By opening up our network to bio-methane gas producers, we've supported the development of plants like these and made them viable.

The facility in Dagenham will make a major contribution to the decarbonisation of heat and reduce waste sent to landfill. It will supply heat for 2,000 homes, provide 73,600 tonnes of carbon reduction and divert 160,000 tonnes of waste away from landfill.



## COST BENEFIT ANALYSIS

Project	Cost Breakdown	Key Outcomes
Leakage & Shrinkage	5 full time employees recruited for the dedicated team	Bespoke strategies implemented for circa 121 sub networks with the largest potential for leakage reduction
Core and Vac	£351,500	19 vehicles with CNG conversion over the last 3 years
KPMG Future of Energy report	£73,500	Cost-effective and practical options for the decarbonisation of heat explored and informing the debate
Thought leadership papers	£105,424	Raising awareness of the future role of gas and the available options

# Keeping customers safe from the silent killer

Our focus in the last three years has remained the same; we have been relentless about protecting people from the dangers of carbon monoxide (CO). We have achieved this through four key areas:

**1. CO education/awareness 2. Innovation 3. Influencing 4. Collaboration**

We've put ourselves at the forefront of this life or death issue by chairing the CO working group for two out of the three years of the DRS period. In that time we've opened up the group to gas suppliers, gas networks of Ireland, charities, and helped shape the CO agenda in Parliament.

By opening up the CO working group to suppliers and other organisations, we have promoted best practice sharing and learning across the industry. Some of our most important initiatives, including the APPCOG partnership, the grant scheme and the CO schools competition (see below), originated from the CO working group.

One of the key contributions to our strategy has been the development of heat maps. These have helped us to better understand where within our network we have customers who are at greater than normal risk from CO. With this improved data, we're able to target our partnerships and investment where they can make the biggest impact.

## EDUCATING BY BREATHING NEW LIFE INTO CO COMPETITION

While chairing the CO working group, we took over and expanded the CO school competition from CO Gas Safety the charity who used to run it.

Originally, the competition was limited to designing a poster that would get across the CO awareness message. However, we opened up the competition to give children free rein with their creativity. Recent entries have included songs, raps and stories.

All GDNs support the competition with regional and national prizes. An awards ceremony at the Palace of Westminster, hosted by Barry Sheerman MP, rounds it off in style.

■ **Over the DRS period, we have reached more than 700 children within the Cadent networks and have been delighted to review their entries."**

## SAFETY SEYMOUR

### Safety Seymour, a bear on a mission

Safety Seymour is a fictional bear that we've developed, who's on a quest to rid the world of CO poisoning.

We use Safety Seymour when we go into schools to talk to children about the dangers of CO and how to spot it. The character allows us to educate children in a fun and engaging way about a subject that could be frightening for them. It's also a good way of getting our message across to children and their families whose first language isn't English.

At the end of the day-long session the children take home a bear and a CO alarm. We encourage them to do a treasure hunt at home to get their family and friends talking about CO too.

We are immensely proud of the people we have reached through this initiative by visiting 100 classes in 70 schools, getting our message across to 3,500 children. We estimate we've reached 6,125 people with this initiative, directly and indirectly through



## 100 classes in 70 schools, getting our message across to 3,500 children."

the school children and their families. We have committed to revisit pupils in their final year at primary school to reinforce the CO message and to look at the effectiveness of the sessions to see where they can be improved.

We are also delighted that our Safety Seymour education programme is impacting schools across the country. We have created training material and videos, trained all of the other GDNs and gone with them to schools in their networks to get the programme embedded UK wide. Seymour was intentionally non brand specific to ensure his message can be used across the industry. He is a safety bear so has potential use with DNOs for other key safety messages too.



■ **The children thoroughly enjoyed Safety Seymour. He really helped to reinforce the learning."**

## ON THE DOORSTEP CO MESSAGING

### Delivering the CO message to our communities on the doorstep

We take full advantage of our own day-to-day interactions with customers.

Our engineers visit customers' homes every day, either for emergency visits responding to gas escapes or routine work such as service replacements associated with our mains renewal programme. Engineers are trained to use their judgement, so if they feel a customer is potentially at risk they'll leave them a free CO alarm and an information leaflet.

We have a special focus on multi-storey flats, where even if tenants maintain their own appliances, they can still be at risk from neighbouring homes.

Over this DRS period, we've surveyed around 243,000 properties in the course of our work and handed out nearly 44,000 CO alarms.

Our change in delivery model has enabled us to lead the way in establishing a holistic approach to CO awareness across our business processes. We have shared this approach with the other GDNs through our CO working group to enable them to increase their own awareness programmes.



## CO IN BRIEF

### Taking every opportunity to get across our CO awareness message

#### Shaping and influencing a safer future

We are active members of the All-Party Parliamentary Carbon Monoxide Group (APPCOG) so we can inform and influence the parliamentary agenda, have a united voice and provide challenge and review at the CO working group. One recent success of the group is a Private Members Bill that will require holiday companies to carry out stringent safety checks relating to CO in all holiday accommodation.

#### Pitching in to educate campers

Caravanners and campers are known to be at higher risk of CO poisoning. We targeted the biggest show of its kind and hosted a stand at the East Midlands Caravan and Camping Show to raise CO awareness. The footfall of the show can

be up to 20,000 over the two days of which we reached around 2,000 distributing 500 alarms.

#### Collaborating with the police service and reaching out to traveller communities

We've worked closely with the police to provide hard-to-reach traveller communities in our East Midlands network with vital information on the dangers of CO and provided free CO alarms. Our site visits and collaborative approach have been well received by the traveller community and have helped build positive relationships for future engagement.

#### Grant scheme rewards awareness work

As a collaborative GDN group, we've set

up a grant scheme which makes funds available to organisations that promote CO awareness. We contribute £1,500 per GDN and so far have made three awards of £2,000 to Angus Care and Repair, Dominic Rodgers Trust and ROSPA each over the DRS period.

#### Ad serves as reminder to landlords

We place annual CO awareness adverts in the UK Landlord magazine, which remind landlords of their moral responsibility and legal obligations to install CO alarms in their properties. The advert is a reminder that it's not just gas appliances that can cause CO, and highlights solid fuel burning appliances which can sometimes be overlooked. The magazine reaches 30,000 landlords.

## FIRE AND RESCUE SERVICES

### Fire fighters committed to raising CO awareness



We believe in working closely with organisations that interact with people living in vulnerable situations at higher risk of CO poisoning. One way we're doing this is by partnering with the Fire and Rescue Services in all of our networks.

When the Derbyshire Fire Rescue Service carries out regular 'Safe and Well' visits to households it's the perfect opportunity to share CO awareness messages on our behalf.

Over the past three years, we have worked with Fire and Rescue services and handed out more than 6,600 CO alarms, along with information leaflets.

We strategically choose our fire and rescue partnerships in the areas where we have experienced high numbers of CO incidents including confirmed CO presence, and medical attention for suspected CO or CO fatalities obtained via our heat maps.

## WORKING WITH UNIVERSITIES

### Working to safeguard students

Students are at high risk of CO poisoning as they're often living away from home for the first time in private rented accommodation. Previously we have visited freshers' fairs to target this hard to reach group. What we identified was that CO alarms were not the top priority for students attending freshers' fairs with everything else that is on offer.

Learning from this, we have targeted our efforts on educating second year students moving out of halls at university during 'Move in Move out' (MIMO) events. Using our own graduates to host the events has been even more effective.

Students fill out surveys following our awareness sessions to help us measure how effective they are. As a result more than 580 alarms have been distributed to students at risk.

We've held CO awareness events across our networks at:

- Nottingham University
- Manchester University
- Aston University
- University of East Anglia;
- University of Birmingham
- Greenwich University
- Anglia Ruskin University
- Westminster University

Project	Cost Breakdown	Key Outcomes
Safety Seymour	£34,915	100 classes; 70 schools; 3,500 children; 6,125 reached
CO school competition	£3,000 per year	700 children reached through the CO competition in Cadent's footprint
APPCOG	£72,000 for this DRS period	Smoke and Carbon Alarm regs – DCLG confirmed review for Oct 2017 – Opportunity to influence expansion to cover all fuels for PRS landlords. Holiday safety – Michael Tomlinson MP is pushing forward a Private Members Bill that will require holiday companies to carry out stringent safety checks in all holiday accommodation.
East Midlands Caravan and Camping Show	£500	The footfall can be up to 20,000 over 2 days. We reach around 2,000 distributing 500 alarms
Traveller Communities	£2,136	Spoke to 200 hard to reach customers
CO Grant Scheme	£1,500	Angus Care and Repair – CO Alarm and Home Safety Campaign Dominic Rodgers Trust – Text CO Awareness campaign at 4 Premier League Football Grounds ROSPA – CO 'Scratch and Sniff' Campaign
Advertising in the UK Landlord magazine	£2,550 per GDN per year	Reach of 30,000 landlords reminding them of their legal and moral responsibilities
Partnership with the Fire Rescue Services	£16,020	Over the last year, Cadent supplied Derbyshire Fire and Rescue Service with over 6,600 alarms
Working with Universities	£6194	Visited 8 different universities in our network and handed out over 580 alarms
On the doorstep CO message sharing	£199,011	243,000 survey responses for the last 3 years 44,000 alarms distributed over the last 3 years





**Cadent Gas Ltd**  
**Ashbrook Court**  
**Central Blvd**  
**Coventry**  
**CV7 8PE**  
**Registered in England and Wales**  
**No. 10080864**

**[cadentgas.com](https://www.cadentgas.com)**