



The ScottishPower Energy People Trust
annual report 2006

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Ann Loughrey (right), Company Secretary to The ScottishPower Energy People Trust, celebrates the launch of The Trust, following ScottishPower's initial donation of £1 million

We are The Energy People Trust

Nearly four million households¹ across the UK are spending a disproportionate amount of their income – 10% or more – on heating their homes.

This is known as fuel poverty – and it's a major social issue in the UK today.

It happens when people on low incomes live in poor housing that is hard to heat and keep warm.

The Scottish Executive and the UK Government have put plans in place to gradually eliminate fuel poverty.

Energy suppliers are playing their part too, through energy efficiency and corporate responsibility programmes.

ScottishPower's approach was to establish a charity, The ScottishPower Energy People Trust, to help combat fuel poverty.

The ScottishPower Energy People Trust, launched in November 2005 with initial funding of £1 million, provides funds to not-for-profit organisations who can identify people living in fuel poverty and target money to help those most in need.

ScottishPower subsequently increased the funds available to £3 million and, in its first year, The Trust awarded almost



£2 million in grants to 53 projects, helping 55,000 households across Britain².

There are four categories of funding:

1. **Crisis funding** – the funding of projects to meet the urgent, essential needs of those in fuel poverty
 2. **Energy efficiency funding** – projects to make the homes of those in fuel poverty more energy efficient
 3. **Income maximisation** – projects to help those in fuel poverty maximise the income to which they are entitled
 4. **Research** – the funding and encouragement of educational projects and research in relation to fuel poverty.
- Or a combination of the above.

This report provides a summary of The ScottishPower Energy People Trust's progress to 31st December 2006. For the latest information on The Trust's activities visit: www.energypeopletrust.co.uk



THE TRUST HAS AWARDED ALMOST £2 MILLION TO 53 PROJECTS, HELPING 55,000 HOUSEHOLDS ACROSS BRITAIN

Children, young people and families are our focus

Living in a home that's warm, dry and comfortable is something most of us take for granted.

But hard though it is to comprehend in this day and age, the number of people suffering from fuel poverty is thought to be as many as four million¹ across the UK.

In Scotland alone, around 650,000² people are affected by cold, damp or hard-to-heat homes, forcing those who can least afford it to spend 10% or more of their income on energy.

With so much money going on fuel, people can be forced to choose between heating and eating, for example, or find themselves getting into debt.

The problem has been compounded during the last two years as gas and electricity prices have risen and state benefits have not kept pace. While senior citizens have some relief through winter fuel payments, and the Government's Central Heating and Warm Deal programmes, low-income families have struggled.

In Scotland, an estimated 100,000³ children live in inadequately heated homes and 5,000⁴ homes with kids have no heating at all. Cold, damp homes can cause or aggravate illness, affecting the quality of these kids' lives.

>> Hammy SMILLIE MBE

And illness can mean absence from school, affecting their education. If parents – many of them lone parents – increase their spending on fuel, they have less disposable income to buy the nourishing food that growing kids need.

Fuel poverty has a huge, negative impact on youngsters – that's the stark reality. This is why The ScottishPower Energy People Trust concentrates on funding projects that will help young people or families with children.

As Chairman of The Trust, I'm delighted with what has been achieved in our first year. Two million pounds given to 53 projects, that will help 55,000 households is quite an achievement – but there's a long way to go.

Our objectives are simple. We want to achieve the most effective use of funds in alleviating fuel poverty and raise awareness of the issue among the general public.

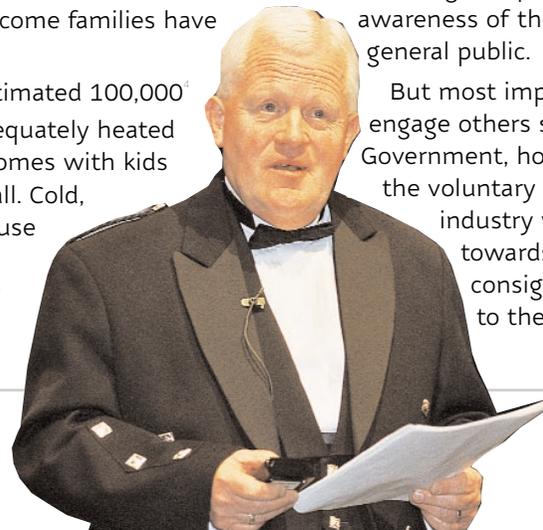
But most importantly, we must engage others so that Government, housing providers, the voluntary sector and the industry work together towards a common goal – consigning fuel poverty to the past.

> GOVERNMENT, HOUSING PROVIDERS, THE VOLUNTARY SECTOR AND THE INDUSTRY MUST WORK TOGETHER TO END FUEL POVERTY

1. NEA news release, 22nd February 2007.
 2. The Trust awards funds within Britain only.
 3. EAS response to Ofgem Consultation, Supply License Review, Further Proposals, 1st March 2007.
 4. Fuel Poverty Briefing for MSPs by Barnardos, Capability Scotland, Child Poverty Action Group, Children in Scotland and Save the Children, December 2006.

>> OUR TRUSTEES

- >> Hammy SMILLIE (Chairman)
- >> Ann LOUGHREY (Secretary)
- >> Douglas McLAREN (Treasurer)
- >> Joan FRASER
- >> Kenneth GIBB
- >> Neil HARTWELL
- >> Norman KERR
- >> Dr Bill SHELDRICK



Fuel poverty is a critical issue for energy suppliers

During the 12 years I spent as Director of Energy Action Scotland, I saw at first hand the misery that fuel poverty can cause.

It is the most critical social issue for energy suppliers today – and one that ScottishPower is committed to tackling, using the power of its brand and working alongside government, housing providers and charities.

Fuel poverty has been under the spotlight recently as UK energy suppliers were forced to raise prices as a result of unprecedented hikes in the wholesale gas price, which affected both gas and electricity bills.

While energy prices are a factor, tackling

>> AnnLOUGHREY

fuel poverty needs an integrated approach – improving the fabric of social housing, raising income levels and helping people to use energy more efficiently.

In 2005 ScottishPower undertook a strategic review and developed a Fuel Poverty Strategy.

The ScottishPower Energy People Trust is a key part of that strategy, although the company is also targeting fuel poverty through its £150 million Energy Efficiency Commitment and through partnerships with organisations such as Citizens Advice Bureau.

Before launching The ScottishPower Energy People Trust we researched various options, including a social tariff.

In the end we opted for The Trust as by doing this we could channel the funds through charities that

work directly with the fuel poor.

We believe firmly that organisations working at grassroots level are far better placed than we are to make value judgements based on social need.

With cities like Glasgow and Liverpool in our home supply areas, ScottishPower is aware of the difficulties and deprivation faced by a significant number of our customers.

We know, for example, that 40%⁴ of families with disabled children suffer from fuel poverty so, when allocating funds, priority is given to projects that help society's most vulnerable people, especially children and young people.

Working in partnership with the voluntary sector is also a key part of our approach as it is only through careful targeting of funds that we can make a real difference and see lasting results.

The ScottishPower Energy People Trust is funded by ScottishPower, but administered independently by a Board of

Trustees. Going forward, one of our objectives will be to attract funding from other sources, enabling us to lift even more people out of fuel poverty and give them a better future.

A warmer winter

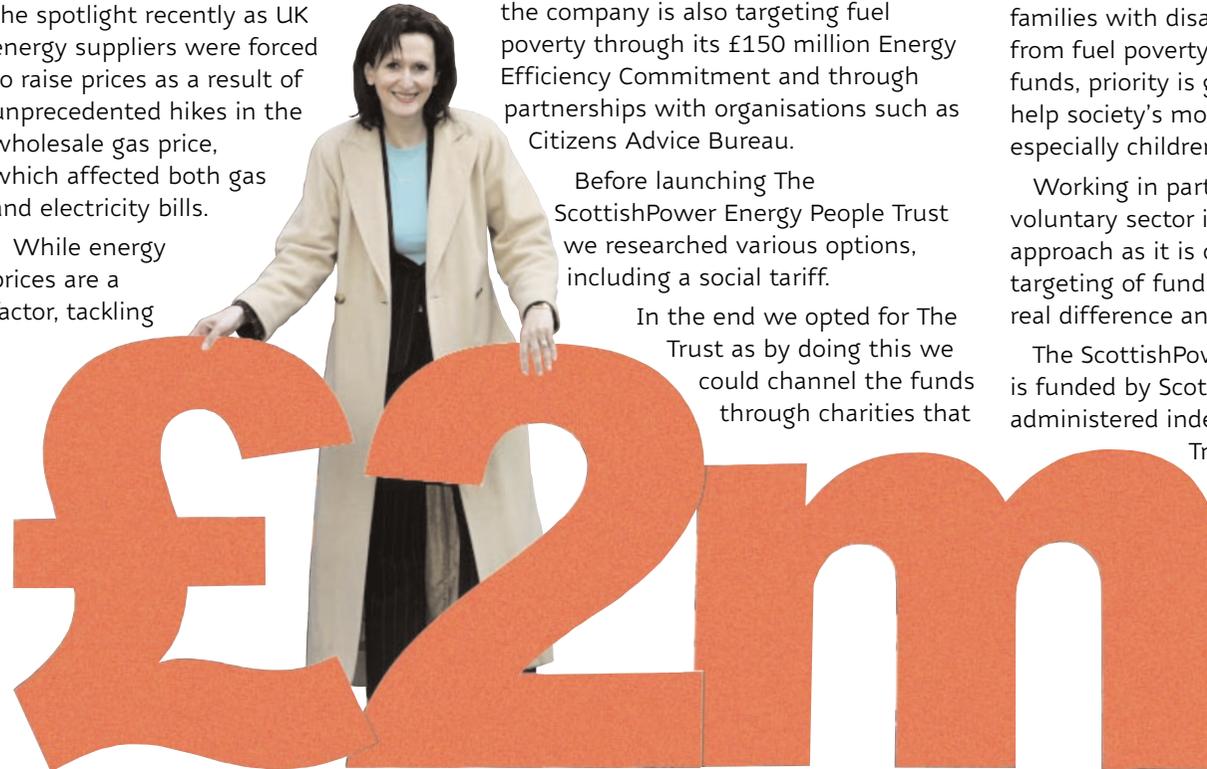
A donation worth £8,100 provided emergency winter heating for up to 60 vulnerable households in Hinckley & Bosworth Borough Council area.

The Trust's grant helped to provide portable electric space and water heaters that could be loaned out by the council's Care and Repair Agency to crisis-hit tenants.

The project provides real help for at-risk families whose main form of heating has broken down and who can ill afford the cost of repairs or replacement.

4. Child Poverty Action Group news release, August 2006.

Ann Loughrey (right) is Company Secretary to The ScottishPower Energy People Trust



£2M
SPENDING

53
PROJECTS

55k
HOUSEHOLDS

Summary of our financial performance

The Trust's income for the period to 31st December 2006 amounted to £3,161,300.

The charity paid out £1,330,457 in grants to a total of 53 projects – 23 in Scotland, 24 in England and six in Wales – and had a surplus of £1,732,742.

Restricted income of £99,023 was received in the form of a donation by ScottishPower to cover initial set up and running costs.

Unrestricted reserves carried forward were £1,732,742 of which £650,725 was held in a designated fund for future grants that have been approved.

During the financial period since inception, ScottishPower plc has contributed in excess of £3 million to The Trust.

In addition, there were two voluntary donations, for which the Trustees would like to express their gratitude.

Set-up and running costs included the development of The ScottishPower Energy People Trust website and publicity for The Trust, while governance costs included legal fees and auditors' remuneration.

ScottishPower supplies employees to administer The Trust at no cost to the charity.

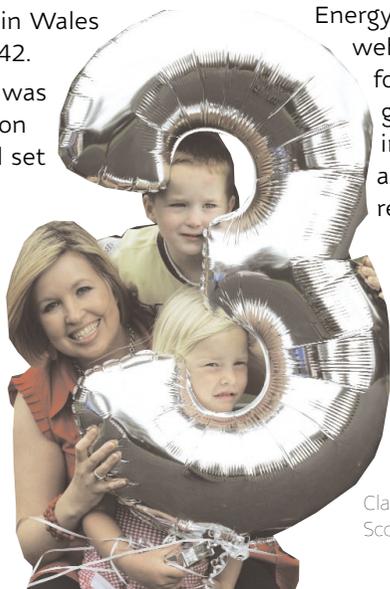
Future funding

will be requested from ScottishPower and an online donations facility has been established for individuals to make donations, via The Trust's website: www.energypeopletrust.co.uk

ScottishPower recently conducted an employee survey and donated £1 for each completed survey.

This resulted in a donation of £3,788 to The Trust.

Trustees are currently developing a strategy to leverage funding from other sources in the business sector and in 2007 Voice of the Customer (VoC) research carried out by ScottishPower will seek views on The ScottishPower Energy People Trust for the first time. The feedback from this research will be used in future strategy development.



Claire Doherty, ScottishPower Business and Community Manager, celebrates ScottishPower donations reaching the £3 million mark

WHERE THE MONEY COMES FROM

Voluntary income from SP	£3,000,000
Investment income	£62,277
SP donation to cover running costs	£99,023
Total:	£3,161,300

WHERE THE MONEY GOES

Charitable activities	£1,330,457
Set up costs	£84,308
Cost of generating funds	£10,227
Governance costs	£3,566
Total:	£1,428,558

BALANCE SHEET AT 31 DEC 2006

Current Assets	
Cash at bank and in hand	£1,925,034
Current liabilities	
Creditors: amounts falling due within one year	£192,292
Net Current Assets	£1,732,742



Changeworks Chief Executive Simon Lee with Willie MacDiarmid, Director, Energy Retail, ScottishPower, at the launch of the Cosy Kids project

Giving kids a better start in life

Cosy Kids is an energy efficiency project that focuses exclusively on low-income families with babies or young children who are being adversely affected by cold housing.

The two-year project, funded entirely by a grant of £117,620 from The ScottishPower Energy People Trust, helps make these families' homes as warm and dry as possible at an affordable cost.

It operates in Edinburgh, Midlothian and East Lothian. There are over 6,000 births each year in the catchment area and about 12% of those – 720 children – will be born into fuel poverty.

Children living in hard to heat homes are more likely to suffer from childhood asthma and chest infections.

Cosy Kids accepts self-referrals and referrals from health professionals and organisations providing family services. It helps to get kids off to a better start in life by providing:

- Briefing sessions to health care professionals and other staff who work with babies and young children to help them identify families at risk of fuel poverty
- Over the phone and face-to-face energy efficiency advice and information
- Talks and information to community groups

>> COSY KIDS

- >>LOCATION: Lothians
- >>PARTNER: Changeworks,
- >>TRUST FUNDING: £117,620

that support young families

- Home visits, where necessary.

The project provides advice about all aspects of energy efficiency and fuel poverty, including reducing fuel bills and accessing grants for energy efficiency improvements, such as new heating systems or boilers, draughtproofing and insulation, and low-energy lightbulbs.

Edinburgh-based charity Changeworks, who manage the project, expect to help at least 200 families out of fuel poverty.

Simon Lee, Director of Changeworks, says: "This grant will help us focus on families, making sure parents get advice to keep their homes warm and dry and that children get a better start in life."

Willie MacDiarmid, Director, Energy Retail, ScottishPower, said: "Cosy Kids will reach hundreds of the youngest and newest members of society who often suffer most from fuel poverty."

> COSY KIDS WILL REACH

100s OF THE YOUNGEST AND

NEWEST MEMBERS OF SOCIETY

>> REACHING OUT

A project worker, appointed after £28,162 funding from The Trust, is helping low-income families in Sheffield to access benefits.

The Reaching Out project is aimed at helping 100 individuals who are living in fuel poverty.

The full-time advice worker will develop referral mechanisms with local people and those who work with families, such as schools, health workers and women's support organisations – towards an aim of increasing each household's disposable income.

>> WARMER ISLES

The Trust is helping to meet the special needs of disabled, elderly and vulnerable people living in the Western Isles.

A £75,000 donation is allowing Eileanan Blath (meaning Warm Isle) to improve the insulation in about 90 homes while offering residents energy efficiency advice.

Poor weather and the high use of heating systems contribute to the high cost of heating homes in the Western Isles.

The funding will pay for the measures and staffing costs.



Representatives from East Ayrshire Council, the Energy Agency and The Trust at the launch of Onthank Energy

Practical help for an entire community

The ScottishPower Energy People Trust is helping to provide warmer homes for the fuel poor households of Onthank, East Ayrshire.

Onthank Energy is a new project that is improving the energy efficiency of around 400 homes in the community. The Trust has donated £105,000 to deliver free insulation, energy advice and help for households to claim their full benefits entitlement.

Uniquely, the project will provide lessons in energy efficiency to pupils at Onthank Primary School, helping to spread the message to the next generation.

Local Councillor Willie Coffey said: "This great project will help all households regardless of their tenure or income. It is an excellent example of how partner organisations and

>> ONTHANK ENERGY

- >>LOCATION: Onthank, East Ayrshire
- >>PARTNERS: East Ayrshire Council, The Energy Agency
- >>FUNDING: £105,000

communities can come together to benefit local householders."

Councillor Jimmy Kelly, Chair of the Council's Housing Committee, added: "We want to tackle fuel poverty head on and this is an excellent way to go about it."

Onthank Energy is a partnership between East Ayrshire Council, The Energy Agency and The ScottishPower Energy People Trust.

Ann Loughrey, Trust Company Secretary, said: "This project will provide proper insulation for households that need it most."

>> HELP TO SAVE ENERGY AT HOME

Adactus Housing Association in Greater Manchester, received more than £30,000 of Trust funding for projects in the city.

The Manchester Energy Advice Project aims to target 120 local households by the end of May 2007, offering advice on energy efficiency in their own homes.

The project is aiming to empower local community groups with the ability to disseminate energy efficiency advice themselves and ensure more residents access energy-saving products and home improvements.

Adactus Housing Association is part of the Adactus Housing Group and was formed in 2002.

The Group builds, renovates and manages affordable housing for rent and sale in areas across Greater Manchester and the North West.

As well as managing and building affordable housing, Adactus also develops regeneration initiatives and shared ownership schemes, provides supported housing and community projects and provides training and

>> ADACTUS HOUSING ASSOCIATION

- >>LOCATION: Manchester
- >>PARTNER: Manchester Energy Advice Project
- >>FUNDING: £30,000

employment initiatives. A full-time Energy Efficiency Adviser, Louise Whan, was employed in July 2006.

She is providing households in Cheetham and Moss Side with essential energy advice and attending local community events to raise awareness of the benefits of being energy efficient in the home.

Louise (below) said: "We provide practical information on improving the energy efficiency of a home and reducing energy bills.

"This quality of advice will be long lasting and financially rewarding to all."



Helping householders escape the energy debt trap

Netherley Citizens Advice Bureau's Debt and Disconnection programme has benefited from over £66,000 in funding from The Trust that is helping hundreds of Liverpoolians out of fuel poverty.

The project addresses the causes of debt, persistent energy bill problems and issues around the use of pre-payment meters, as well as helping those who have been identified as being in danger of imminent disconnection.

Project Co-ordinator Callie Mooney said: "The target groups we want to help include young people, families in low income households, older people, the sick, the disabled and lone parents who need to spend more than 10% of their income on energy."

Between August 2006 and January 2007 the project helped 241 people, dealing with combined energy debt of £63,391.

Thanks to the CAB team, £32,296 of that debt has been written off, £15,162 of new income has been secured through benefits checks and grants for heating and energy efficiency improvements worth £21,600 have been secured.

The CAB team have also prevented

>> DEBT & DISCONNECTION

- >>LOCATION: Liverpool
- >>PARTNER: Netherley Citizens Advice Bureau
- >>FUNDING: £66,000

disconnection in 11 cases, had two supplies reconnected and organised sustainable payment plans for 23 people.

In October and November 2006 the team saw debt-related enquiries rise by 158%. Of the 91 households with utility-related debt or problems, 60% were sick, disabled or caring for children or adults, while 23% were older people and 17% of households had children.

One client, a 66-year-old woman with arthritis, receiving £84 a week pension had self-disconnected both gas and electricity and was using a paraffin lamp and candles for light and calor gas for heat – which was extremely unsafe.

The team corrected a benefits shortfall of £74 a week and secured a Warm Front grant, which will make a huge difference to the woman's life.

In another case, a woman with circulatory problems who needs to keep

warm was spending 42% of her income on energy. Although she didn't qualify for a Warm Front grant, the team helped her increase her benefit income by around 50%. She still spends 27% of her income on energy, but life is more comfortable.

As well as helping people out of fuel poverty, the team has potentially saved lives.

During home visits they have uncovered a badly-installed boiler that was leaking carbon monoxide, an elderly gentleman heating his home using a paint stripper that was belching out fumes, and an elderly lady who had had a key meter installed in a place that she could not reach – and with no instructions on how to work it.

They have encountered numerous problems where meters have not been recalibrated after price rises, resulting in very vulnerable people having to deal with debts they simply cannot pay.

Callie said: "What started out as a project accessed mainly by the local community has now grown into a City-wide project with referrals from agencies and clients themselves coming in from all parts of Liverpool.

"The funding we have received from The ScottishPower Energy People Trust means that we will be able to help and advise many more vulnerable people."

>> POUNDS FOR PARENTS

- >>LOCATION: Greater Manchester
- >>PARTNER: Contact a Family
- >>FUNDING: £30,000

Contact a Family Development Officer Jo Palmer (left) and Anne Benson from ScottishPower distribute free carbon monoxide monitors at the 'Kidz up North' event in November 2006



> THE TRUST'S FUNDING MEANS WE CAN

HELP AND ADVISE MANY MORE VULNERABLE PEOPLE

Trust grant is benefiting hundreds of families with disabled children

Contact a Family in Greater Manchester used £30,000 funding from The Trust to set up "Pounds for Parents North West" – a project that is helping families with disabled children access all the benefits to which they are entitled.

Research work has shown that many families with disabled children are missing out on benefits and tax credits,



despite the fact that 55% of disabled children are living in or at the margins of poverty.

Meanwhile, the average income of these households is around 25% below the UK average and they face considerably higher expenses – it costs around three times as much to raise a disabled child compared with other children. As a result, many parents of children with disabilities struggle to make ends meet.

Pounds for Parents North West is aiming to help 5,000 families in the Manchester area, providing them with the jargon-free information they need to maximise their benefits income.

The Trust's grant has enabled Contact a Family to employ a development officer, Jo Palmer, who is working with parents of disabled children.

Jo is organising a series of workshops, meeting with parent groups, and dealing with telephone, face-to-face and email enquiries as she helps more and more parents.

Although Pounds for Parents North West was only established in October 2006, it has already assisted more than 250 families.

Contact a Family's Campaign Manager,



Mark Robertson, said the campaign was critical.

He said: "Caring for a disabled child can be exhausting.

"Parents often don't have the extra energy to track down information or make sense of complex forms – even if it is to their advantage. Under our Pounds for Parents campaign, we'll provide clear and accessible information for this vulnerable group."

In addition to the funding for the post, ScottishPower also donated 300 carbon monoxide detectors to be distributed to families.

All profits from previous sales of carbon monoxide detectors were ploughed back into buying more – and these were distributed to several charities during Carbon Monoxide Awareness Week in December 2006.

Jill Harrison, Director of External Affairs at Contact a Family added: "We're extremely grateful for the funding provided by The ScottishPower Energy People Trust and the carbon monoxide detectors.

"Not only will families increase their income levels – and that's vital for families with disabled children as they often have to manage on only one wage – but they'll have great peace of mind, knowing that any potentially lethal gases will be detected immediately and they will be safe in their own home."

Ann Loughrey, Company Secretary of The ScottishPower Energy People Trust, said: "With the assistance of Pounds for Parents North West, many families in the Manchester area will not lose out on any income, therefore avoiding kids growing up in fuel poverty."

>> LESSONS IN LIFE FOR VULNERABLE YOUTHS

Vulnerable young people are being given one-to-one support to help them set up their first home.

A £22,000 grant from The ScottishPower Energy People Trust has enabled Barnardo's Cymru in Wales to fund a project support officer to work for a year helping homeless young people and care-leavers at the Merthyr 16 plus project.

Barnardo's Cymru Director Raymond Ciborowski said: "Most young people leaving the care system have a strong desire to succeed, but the practical and economic struggle for survival can be difficult.

"Without the one-to-one support offered by Barnardo's Cymru, they can become overwhelmed and feel they have failed.

"Learning to cook, clean and budget on a low income, pay bills and hold down a tenancy is a big challenge for a 16-year-old who has no family support.

"Project workers can help these young people get off to a better start in adult life by helping them to develop life-skills."

Giving homeless people in Dundee a fresh start

A project to help homeless people start again in their own accommodation has assisted more than 500 people since it was given a boost by The ScottishPower Energy People Trust.

Starter Packs Dundee, the first project in the UK to receive Trust funding, distributes household start-up packs – tailored to the individual's needs – when they move into a new house.

Homeless people moving into a place of their own often have little money and none of the possessions that turn a roof-over-their head into a home.

A starter pack – including basic items such as a kettle, energy saving light bulbs, toilet paper, bedding, saucepans, curtains and cutlery – means their own precious funds can be used to heat their homes and buy food, thereby ensuring the move is a successful one.

Unemployed Allan

Claire Doherty with Allan Petrie, one of the recipients of a Starter Pack

>> STARTER PACKS DUNDEE

>>LOCATION: Dundee

>>PARTNER: Starter Packs Dundee

>>FUNDING: £30,000

Petrie was one of those whose lives were improved with the help of a starter pack.

Three years ago his world was turned upside down when his marriage broke down, leaving him and his four children needing somewhere to live in a hurry.

Allan was given a three-bedroom house by the council

– but delays in receiving child benefits meant the family of five was at first surviving on £55 a week.

Allan said: "We only had £200 to decorate and furnish the entire house as well as buy household essentials.

"I don't know what we would have done without help from Starter Packs Dundee. The volunteers who packed the box had really thought about what my family would need.

"The kids were touched by things that were included, like the Barbie and Winnie the Pooh towels and spaceman bedding for my two-and-a-half year old son. Even a toast rack made a difference."

Now Allan is back on his feet and so grateful for the help he got from Starter Packs Dundee that he has volunteered for several local charities. His children are also thriving - they are all settled and doing well at school, especially one of his daughters who gained 100 per cent in a recent prelim exam at school.

Claire Doherty, Business and Community Relations Manager for ScottishPower, said: "If people are given the basic goods they need when moving into their new accommodation they are less likely to fall into the fuel poverty trap."





Key to success. Johann Lamont, the then Scottish Executive Deputy Communities Minister, launches the Youth Housing Project with Ann Loughrey (left), ScottishPower's Head of External Business and Community Relations

Opening doors for young tenants

Four unemployed young people have been given a helping hand into their own homes thanks to a grant from The ScottishPower Energy People Trust.

The 16 to 24 year olds have been given the keys to their own flats in Glasgow's Castlemilk area and £12,000 from The Trust to help pay for their heating bills and fund work-related training.

The Castlemilk youths are receiving support through the Youth Housing Project, which is a partnership between The Trust, North View Housing Association, Glasgow City Council's Social Work Services, the Scottish Association for Mental Health and Castlemilk Economic Development Agency.

The four youths have been given dedicated, fully furnished youth tenancies in a new build housing development and are being supported as they move towards achieving personal, social and economic independence.

The young people are being given guidance from Castlemilk Development Agency on job options and training and development opportunities, while the

>> YOUTH HOUSING PROJECT

- >>**LOCATION:** Castlemilk, Glasgow
- >>**PARTNERS:** North View Housing Association, Glasgow City Council, the Scottish Association for Mental Health and Castlemilk Economic Development Agency.
- >>**FUNDING:** £12,000

grant from The Trust will ensure they do not fall into fuel poverty as they take their first steps on to the career ladder.

The project aims to move young tenants into mainstream housing stock within two years, so that other young people can be supported after the first tenants secure sustainable employment.

The Trust was launched at North View Housing Association's Glasgow offices by the Scottish Executive's Deputy Communities Minister Johann Lamont and Ann Loughrey, ScottishPower's Head of External Business and Community Relations.

The Deputy Minister said: "The Executive is committed to combating fuel poverty. We welcome the work of The ScottishPower Energy People Trust, which is helping by funding projects and schemes with a key focus on children.

"There is scope in future to include other vulnerable groups such as disabled people and older people."

> THE TRUST IS HELPING

BY FUNDING PROJECTS WITH

A KEY FOCUS ON CHILDREN

All of the other projects funded in the Trust's first year

**Health Connect
East Renfrewshire
Funding: £1,959**

Health Connect is a pilot crisis service that provides a power card of £15 to people caring for a child or elderly person in a property without heat or light.

**Lothian and Edinburgh
Environmental Partnership
Funding: £117,620**

Our funding has helped establish a specialist advice and information unit to help 200+ families with young children who are finding it difficult to heat their homes at an affordable cost.

**Save Cash and Reduce Fuel
North East Scotland
Funding: £76,744**

Providing grants and advice to deliver energy efficiency and income maximisation services to 600 households.

**North Edinburgh Income
Maximisation Project
Funding: £29,866**

The project is tackling fuel poverty for 250 people in Granton, Pilton, Muirhouse and Drylaw by raising awareness of welfare benefit, pension credit and tax credit

**Project Counter Attack, Blackpool
Funding: £95,000**

This research project is working with people with illnesses linked to inadequately heated homes and examining their attitudes to available initiatives to improve the warmth in their homes.

The project is engaging health/social care professionals, as well as Sure Start, children's centres and local schools for referrals. Counter Attack aims to establish the adequacy of warm home provision, what the barriers are to take up and corrective action to ensure easier access to the benefits schemes available.

entitlement as well as fuel poverty issues and energy efficiency measures, to increase households' disposable income.

**Home Energy Efficiency
Centre, Dundee
Funding: £27,165**

The Trust's funding is being used to build and equip a training area and part sponsor a training and development officer to provide practical energy efficiency advice to around 210 clients, all of whom are in receipt of benefits and who are undertaking training and employment initiatives operated by the Centre under New Deal.

**Inverness Women's Aid
Funding: £5,467**

The Trust is providing energy efficient appliances, warm bedding and soft furnishings for the Women's Aid refuge.

**Westcountry Energy Action
North Devon
Funding: £49,950**

Our financial contribution is supporting an existing scheme

that provides energy efficiency improvement grants and advice for 2,000 families with young children in communities with high levels of fuel poverty.

**Christians Against Poverty
North England
Funding: £9,000**

Part funding is being provided for managers at three new debt-counselling centres in Macclesfield, Fleetwood and Scarborough. Over 200 people will benefit from the new service.

**Dundee City Council
Funding: £2,900**

Help for people at the point of crisis by providing £30 worth of electricity tokens, low energy light bulbs, energy efficiency advice and benefits health checks.

**Sunni Muslim Association,
Manchester
Funding: £39,786**

The Trust grant is funding an outreach worker, who speaks the languages of the Muslim community in the Cheetham Hill area, to tackle fuel poverty, raise awareness of energy efficiency measures and curb CO₂ emissions. The project is expected to reach 1,800 households.

**South Hams Citizens Advice
Bureau, Devon
Funding: £12,132**

This is an income maximisation programme, using a specialist benefits caseworker, to work with

**CLIC Sargent Scotland, Glasgow
Funding: £15,000**

CLIC Sargent Scotland was awarded £15,000 to provide 150 crisis grants to families who have had a child diagnosed with cancer or leukaemia, as many parents encounter financial difficulties from giving up work to become a full-time carer, or when buying special equipment for their child.



ScottishPower Chief Executive Philip Bowman and Trust Company Secretary Ann Loughrey meet representatives from CLIC Sargent

50 young families, lone parents, people under 16 and people with mental health problems.

**Calman Trust Ltd, Highland
Funding: £11,500**

The grant is helping 42 young people in temporary housing to prepare for having their own tenancy, including awareness of fuel costs and energy efficiency.

**The Rights Project
Newcastle Upon Tyne
Funding: £22,865**

The Rights Project is providing benefit and money advice to families with children and young

people, to reduce child poverty and social and financial exclusion. The project will help 230 people.

**Dundee Women's Aid
Funding: £4,944**

The project is supporting 60 women who leave the refuge by paying their heating and lighting costs for the first four weeks – then half the costs for the next four weeks – giving them the best possible chance of a fresh start.

**Derby City Mission
Funding: £4,400**

Our grant is providing free debt advice with ongoing support, such

as food parcels, to an estimated 660 people on low incomes, including those with mental health problems and lone parents.

**Isle of Anglesey County
Council
Funding: £23,551**

Funding for a welfare officer to carry out benefits health checks and refer householders to the Home Energy Efficiency Scheme in Wales. Over 5,000 households will benefit from this service.

**The Action Group, Lothians
Funding: £24,585**

Trust funding has enabled The Action Group to recruit an adviser to work with 60 families with children with disabilities, to maximise benefit entitlements and help with debt management.

**Energy Solutions,
North West London
Funding: £35,274.84**

Energy Solutions is helping 600 low-income families through benefits health checks, reducing energy consumption through energy efficiency measures and budget management advice.

**Dundee Anti-Poverty Forum
Funding: £32,902.83**

DAPF has recruited a part-time officer to work with 500 low-income families to maximise their benefits income and advise them on other agencies that provide help with health advice, fuel poverty and energy awareness.

**Quarriers, Renfrewshire
Funding: £9,205**

The Trust is supporting Quarriers' M-Power campaign that promotes energy efficiency to people with disabilities, young people who are, or are at risk of being, homeless, families experiencing poverty and exclusion, and carers. Up to 2,000 people will benefit from M-Power.

**Drumchapel Law and Money Advice Centre, Glasgow
Funding: £21,559**

The Centre is working with 400 young people and families with vulnerable children to help them take up their full benefits and tax credit entitlements.

**South East Wales Energy Agency, Newport
Funding: £59,600**

The agency supplies key workers to raise awareness and reduce fuel poverty for 168 residents with health problems – or who are at risk because of inadequately heated homes. The Trust funding has helped create a crisis fund to alleviate immediate hardship.

**Clydebank Unemployed Community Resource Centre
Funding: £13,340**

We've helped establish the Faifley Welfare Rights Scheme – a money, debt and welfare advice service, with a particularly focus on the needs of those affected by fuel poverty, for 1,700 residents of Faifley.

**POWER, Powys, Wales
Funding: £12,824**

POWER helps reduce fuel poverty by maximising benefits uptake, advising householders about saving energy, and offering money advice to help people budget their incomes. Our grant is funding a project worker to work with 400 householders.

**Centre for Sustainable Energy, Bristol
Funding: £125,296**

The project is targeting 650 families living in cold, damp homes or living in fuel poverty. Its services include offering income maximisation and energy advice, and helping people sign up for energy efficiency measures.

**Health Through Warmth Crisis Fund, Vale of Glamorgan
Funding: £25,000**

Trust funding has helped launch a crisis fund to assist 15 people with long-term debilitating illness by improving the energy efficiency of their homes and providing heating when it is required.

**Walsall Money Advice Project
Funding: £18,220**

Trust funding is paying for a specialist advice worker to provide a welfare rights and debt counselling service to a range of organisations dealing with some 600 people who are excluded from mainstream services because of disability and social exclusion.

**Venture Trust, Edinburgh
Funding: £650**

Assistance for one young person in Wester Hailes who is experiencing financial difficulty to meet her heating payments and pay off her fuel debts over a two-year period.

**Age Concern Sunderland
Funding: £1,000**

Trust funding is being used by Age Concern Sunderland for its 'Winter Warmth' campaign, providing 2,000 clients with materials such as fleece throws, thermometers, energy-efficient light bulbs and carbon monoxide detector patches.

**Kirklees Warm Zone Huddersfield
Funding: £31,283**

Trust funding is helping recruit, train and support a worker on a one-year contract to provide a benefits health checks for an estimated 9,000 people, particularly those families, with children under 16 years, whose households are blighted by fuel poverty.

**Rhyl & District Women's Aid,
Funding: £2,000**

A crisis fund donation to cover the gas and electricity costs at a women's centre that offers support, refuge and help with resettlement for women in need.

**Glasgow Housing Association
Funding: £150,000**

The project aims to reduce the incidence of fuel poverty among people aged over 60 years. The Trust's grant – its largest in the reporting period – is enabling GHA to employ a team of 18 welfare rights officers over a three-year period who will offer a benefits take-up service and energy advice for 28,000 people, both tenants and owner occupiers, aged over 60 years.

**South Yorkshire Energy Network
Funding: £51,875**

We are helping the Network's 'Warm Start' project provide energy efficiency education, income maximisation and support for more than 4,000 low-income families with young children and their support agencies.

**Affordable Warmth Access Referral Mechanism, Manchester
Funding: £20,500**

The AWARM referral service is making the household budget go further for 200 families in North Greater Manchester by improving access to their entitled benefits and energy efficiency grants, and linking them up to Credit Unions.

**Income Maximisation & Debt Advice for Families in Fuel Poverty, Sheffield
Funding: £30,941**

The project has been enabled by The Trust to fund a worker to provide access for 400 socially-isolated families in rural areas to

specialist benefits advice and an advocacy service.

**National Energy Action, Newcastle Upon Tyne
Funding: £53,938**

NEA's SMILE training project is delivering training to staff working with families with young children on the issue of fuel poverty. It administers a hardship fund for low-income families with children and has established a referral mechanism offering further support for up to 800 families struggling to pay their fuel bills.

**Family Energy & Benefits Support, North Devon
Funding: £49,950**

FEBS provides grants for loft and cavity wall insulation and energy efficiency advice. The funding from The Trust will allow FEBS to target families with young children and young people in areas with a high incidence of fuel poverty for education, advice and support, to help increase the uptake of insulation and heating grants as well as ensure the maximisation of benefits.

**Wiltshire Wildlife Trust, Swindon
Funding: £90,114**

Our grant is paying for the recruitment and training of a full-time Swindon Energy Officer who will promote energy efficiency advice to 2,250 local households via services such as a freephone advice line and energy advice surgeries.

**Dumfries & Galloway Citizens Advice Bureau
Funding: £126,046.28**

We are paying for two welfare benefits specialists to work with low-income families to maximise their income and reduce fuel and household debt, thus improving the quality of their lives.

**Newcastle Warm Zone
Funding: £49,287**

An adviser funded by The Trust for two years is providing benefits health checks to maximise clients' incomes and offering free energy efficiency advice, to encourage uptake of installation schemes, to 4,000 households living in fuel poverty which include children aged under 16 years.

**RSABI, Edinburgh
Funding: £15,000**

The project is establishing a crisis fund to pay the fuel bills for up to 200 elderly people or families with young children who are experiencing severe hardship due to unforeseen events that put an undue strain on family budgets.

➤ IN ITS FIRST YEAR, THE SCOTTISHPOWER ENERGY PEOPLE TRUST HAS ALLOCATED

£2 MILLION TO 53 PROJECTS, HELPING OVER 55,000 HOUSEHOLDS THROUGHOUT GREAT BRITAIN

>> **HAMMY SMILLIE MBE (Chair)**

Hammy was Business & Community Relations Director of ScottishPower before taking early retirement in March 2004 after 39 years' service in the electricity industry.

He has served on the Parliamentary Warm Homes Group and was the CBI's representative on the Scottish Executive's Social Inclusion Network.

He was awarded an MBE in the 2001 New Year's Honour's list for service to ScottishPower and the Community.

Since retiring from ScottishPower, he has been appointed as a Director of Energy Action Scotland and also a Director of Age Concern Scotland.

>> **ANN LOUGHREY (Company Secretary)**

Ann worked as a press photographer and within the public sector before starting a 20-year association with fuel poverty and energy efficiency.

She helped manage Heatwise Dumbarton and was a director with Energy Action Scotland before joining ScottishPower as Head of External Business and Community Relations in January 2005.

Ann has served on the Scottish Committee of energywatch and National Energy Action (NEA), as a Trustee of The ScottishPower Green Energy Trust and currently sits on the Scottish Executive's Fuel Poverty Forum.

>> **DOUGLAS McLAREN (Treasurer)**

Douglas is a member of the Institute of Chartered Accountants of Scotland (ICAS) and a key member of ScottishPower Energy Retail's Finance Department, which he joined in 2004.

Armed with an Honours Degree in Law from Glasgow University, Douglas joined PricewaterhouseCoopers (PwC) as a trainee



HAMMY SMILLIE



ANN LOUGHREY



DOUGLAS McLAREN



JOAN FRASER



KENNETH GIBB



NEIL HARTWELL

Introducing the Trustees

Our Trustees have been appointed from organisations with an interest in ending fuel poverty or from the charitable sector, including Energy Action Scotland, National Energy Action and Glasgow University Department of Urban Studies.

Chartered Accountant in 1995, moving from Auditing to Corporate Finance after several years, specifically Transaction Services.

Between 2001 and 2003 Douglas worked for PwC in Canada and the US working on acquisitions and disposals.

>> **JOAN FRASER**

Joan joined the Scottish Executive (then the Scottish Office) in 1972 and held a range of policy development roles concerned with local government, education and the environment.

From 1999 to 2003 she was Head of the Pupil Support and Inclusion Division responsible for policies in support of young people, especially those who are disaffected or disadvantaged. In 2003 she was seconded to YouthLink Scotland and became Interim Chief Executive from 2004 to 2006.

Joan has conducted a wide range of voluntary work for more than 20 years.

>> **KENNETH GIBB**

Kenneth is an economist and Head of the Department of Urban Studies, University of Glasgow. For many years, he has worked in areas relating to housing and urban issues including studies on fuel poverty.

He is the author or co-author of more than 25 peer-reviewed journal articles and several books.

He has also led research projects funded by the Scottish Executive, Communities Scotland, the Work Bank, trade bodies, banks and building societies, land surveying companies and Whitehall departments. Kenneth is Vice Chair of Sanctuary Scotland housing association, the Chair of Sanctuary Management Services and past president of the European Real Estate Society.

>> **NEIL HARTWELL**

Neil Hartwell has worked for NEA, the fuel poverty campaigning charity, for five years as Director of Support Services.

He covers IT, technical, HR and governance issues for the 10 offices across the UK, from a base in Newcastle.

A trained psychologist and designer, he has an interesting and varied background, from years working in the steel industry in London, Workington and Redcar, as well as in a range of small manufacturing sector companies across the UK.

Neil also acts as Company Secretary and Finance Director for Warm Zones Ltd, a subsidiary of NEA.

>> **NORMAN KERR**

Norman was appointed as Director of Energy Action Scotland in April 2005, having previously been Development Manager and Deputy Director since 1996.

Prior to this he worked with Heatwise Glasgow for 12 years as Production Unit Manager with responsibility for delivering the organisation's energy efficiency programmes.

Norman leads the Energy Action Scotland team that advises the Scottish Executive and Communities Scotland on HECA, Local



NORMAN KERR



DR BILL SHELDRIK

Housing Strategies and Fuel Poverty Strategies. He sits on the Scottish Executive's Fuel Poverty Forum as well as the Executive's working group measuring the health impacts of the Warm Deal and the Central Heating Programme. He is also a member of the NEA Executive Board.

>> DR BILL SHELDRIK

Bill has been actively involved in energy issues for almost 30 years, initially through academic work, community initiatives around Leeds and Bradford and the local Right to Fuel Campaign group.

He moved to Glasgow in 1987 to lead Heatwise Glasgow's Jobs and Energy project, before becoming the Research and Development Manager.

In 1994, he established Alembic Research as an independent consultancy, specialising in energy efficiency and fuel poverty issues.

He was a member of the Watt Committee's Domestic Energy and Fuel Poverty Working group and a member of the BRE MacBREDEM Working Group.

Bill is an assessor, trainer and examiner for the National Home Energy Rating scheme and received a NHER lifetime achievement award in 2000.

ScottishPower's approach to fuel poverty

The ScottishPower Energy People Trust is central to ScottishPower's Fuel Poverty Strategy, but the company is also tackling the issue in several other ways, through statutory and voluntary programmes.

In 2005/06 the company spent around £60 million on statutory initiatives linked to fuel poverty and £4.7 million on voluntary programmes.

Energy Efficiency Commitment

Between 2005 and 2008 ScottishPower is spending £150 million through the statutory Energy Efficiency Commitment (EEC) to improve the energy efficiency of homes across Britain and reduce fuel bills, while improving warmth and comfort.

As the energy partners in Warm Zone projects and Community Energy Partnerships, and through alliances with more than 40 local authorities and social housing providers, the company is able to target our energy efficiency projects towards some of Britain's most needy people.

In the North East, where ScottishPower is the Warm Zone partner in Newcastle and Gateshead Warm Zones, for example, 53,000 properties have been assessed for energy efficiency, 28,500 homes have had energy efficiency improvements, such as insulation, carried out and 7,000 benefits checks have been completed, unlocking £2 million in new income for residents in the two areas.



Head of Business and Community Relations Ann Loughrey and Claire Doherty, Business & Community Relations Manager, publicise the Home Heat Helpline

Energy Efficiency Advice

ScottishPower's qualified Energy Efficiency Advisers give customers free advice on how to reduce home energy use and cut their energy bills and provide information about grants. Free advice is available to all customers by calling 0800 33 22 33 or visiting ScottishPower's energy efficiency website: www.warminside.com

Home Heat Helpline

ScottishPower also supports the Home Heat Helpline, an independent telephone service, funded by the UK's six largest energy companies, designed to help people who are struggling to pay their energy bills or to keep warm in winter.

Tens of thousands of calls have been received by the Helpline during the winter months. The free phone number is 0800

33 66 99. For further information visit: www.homeheathelpline.org

Warmth Without the Worry

During 2006 ScottishPower published a booklet to help customers who are at risk of debt or disconnection.

The 20-page "Warmth Without the Worry" booklet is being given to thousands of customers, who are having difficulty paying for their energy, by ScottishPower, Citizens Advice Bureau and Money Advice Centres.

The booklet explains how customers can save on their fuel bills by changing product or adopting energy efficiency measures, what they should do if they can't pay their energy bill and where they can get further advice on energy efficiency, debt counselling and money management.

In addition, the company has invested £40,000 in an affinity partnership with Citizens Advice Bureau to provide a free phone debt advice service and access to benefits checks for vulnerable customers.

Support for others

ScottishPower has supported numerous fuel poverty events and initiatives, including the Healthy Housing Checklist, compiled by National Energy Action (NEA); NEA Wales' Annual Conference; Energy Action Scotland's (EAS) Annual Conference and the Fuel Direct Briefing produced by NEA and EAS.

Contact Us

Our contact details are:

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For more information on The Trust and/or to apply online, visit:

www.energypeopletrust.co.uk

For any application enquiries, please email us at:

enquiries@energypeopletrust.co.uk

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ScottishPower Energy People Trust Team



The Business and Community Relations Team who help administer The ScottishPower Energy People Trust. From left, Ruth Semple, Business and Community Relations (BCR) Manager; Stephen Boyle, BCR Analyst; Marie Hampson, BCR Assistant; and Ann Loughrey, Head of External Business & Community Relations. Pictured (right) is Claire Doherty, Business and Community Relations Manager, who is currently on secondment with the Department of Trade and Industry.

