We are The Energy People Trust

Nearly four million households 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 Britain.

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
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 million across the UK.

In Scotland alone, around 650,000 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 100,000 children live in inadequately heated homes and 5,000 homes with kids have no heating at all. Cold, damp homes can cause or aggravate illness, affecting the quality of these kids’ lives.

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.

Hammy SMILLIE MBE

2. The Trust awards funds within Britain only.

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

OUR TRUSTEES

Hammy SMILLIE (Chairman)
Ann LOUGHERY (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 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% 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.
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 setup 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.

WHERE THE MONEY COMES FROM

<table>
<thead>
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<th>Source</th>
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<tr>
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<td>Investment income</td>
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<td>SP donation to Cover running costs</td>
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WHERE THE MONEY GOES

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<tr>
<td>Cost of generating funds</td>
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<td>Governance costs</td>
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<td><strong>Total</strong></td>
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BALANCE SHEET AT 31 DEC 2006

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<td>Current liabilities</td>
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<tr>
<td>Creditors: amounts falling due within one year</td>
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</tr>
<tr>
<td><strong>Net Current Assets</strong></td>
<td><strong>£1,732,742</strong></td>
</tr>
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</table>
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

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 light bulbs.

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.”

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.

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.
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 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.”

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 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 Liverpudlians 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 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.”
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.”
PROJECTS IN PROFILE

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 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.”
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 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.”

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
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, Pitlochry, Muirhouse and Drylaw by raising awareness of welfare benefit 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 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.

**Sunnı 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 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**
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.

**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.

**CLIC Sargent Scotland, Dundee**
Funding: £32,902.83
This research project is working with people with illnesses linked to food parcels, to an estimated 660 people on low incomes, including those with mental health problems and lone parents.

**Energy Solutions, North East Scotland**
Funding: £95,000
Energy Solutions is helping 600 low-income families through benefit health checks, reducing energy consumption through energy efficiency measures and budget management advice.

**Dundee Anti-Poverty Forum**
Funding: £32,902
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.
IN ITS FIRST YEAR, THE SCOTTISHPOWER ENERGY PEOPLE TRUST HAS ALLOCATED £2 MILLION TO 53 PROJECTS, HELPING OVER 55,000 HOUSEHOLDS THROUGHOUT GREAT BRITAIN

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: £59,605
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 Faiyell 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 Faiyell.

POW, Powys, Wales
Funding: £12,824
POW helps reduce fuel poverty by maximising benefits uptake, advising households about saving energy, and offering money advice to help people budget their incomes. Our grant is funding a project worker to work with 400 households.

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 Network officer, who will promote energy efficiency advice to 2,200 local households via services such as a freephone advice line and energy advice surgeries.

Dumfries & Galloway Citizens Advice Bureaux
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.

Centre for Sustainable Energy, Bristol
Funding: £152,296
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 throw, thermometers, energy-efficient light bulbs and carbon monoxide detector patches.

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.

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Funding: £59,605
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 Faiyell 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 Faiyell.

POW, Powys, Wales
Funding: £12,824
POW helps reduce fuel poverty by maximising benefits uptake, advising households about saving energy, and offering money advice to help people budget their incomes. Our grant is funding a project worker to work with 400 households.

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 Network officer, who will promote energy efficiency advice to 2,200 local households via services such as a freephone advice line and energy advice surgeries.

Dumfries & Galloway Citizens Advice Bureaux
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.

Centre for Sustainable Energy, Bristol
Funding: £152,296
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 throw, thermometers, energy-efficient light bulbs and carbon monoxide detector patches.

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.

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

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 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 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...
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 improvements, as insulation, carried out and 7,000 benefits checks have been completed, unlocking £2 million in new income for residents in the two areas.

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 tens of 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

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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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Registered in Scotland No. 190287.
Vat No. GB 659 3720 08.
The ScottishPower Energy People Trust is a Scottish Charity (SC036980) registered in the books of Council and Session in November 2005.

Produced by Lauder Stewart Communications Ltd
Tel: 01475 540791.

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.