



The ScottishPower
Energy People Trust

Supporting Communities

Annual Report 2008

"I feel that the real power of the Trust is its independence. We have established eligibility criteria, but as long as those criteria are complied with, then we can grant fund anything that attracts the interest of the Trustees."
Dr Bill Sheldrick, Trustee



CONTENTS

▶ 3 Chairman's message

Hammy Smillie MBE summarises the Trust's activity during 2008

▶ 4 Secretary's message

Ann Loughrey reviews the third successful year

▶ 5 Treasury's report / 2008 round-up of funding

An outline of what the Trust has funded over the year



▶ 6 ScottishPower's approach to fuel poverty

What ScottishPower is doing to reduce the social issue as a responsible energy firm

▶ 7 A closer look at some of the projects

An in-depth review of four key projects assisted in 2008

▶ 11 Spotlight on the Trustees

Introducing the eight Trustees and their areas of expertise

On the cover:

Some of the Trustees pictured with a map of the UK, showing where the Trust has made a positive difference, three years on and £5m later.

Pictured, from left, are: Dr Bill Sheldrick, Trustee; Ann Loughrey, Company Secretary; Norman Kerr, Trustee; Carol Dunne, ScottishPower's Environment and Social Policy Manager; Kirsteen Lappin, ScottishPower's Finance and Commercial Management Accountant and Joan Fraser, Trustee.



The ScottishPower Energy People Trust

Supporting Communities

Working with charities to combat fuel poverty

The ScottishPower Energy People Trust continues to have a tremendous impact across Britain, working with charities to help vulnerable and fuel-poor households.

Since the Trust's launch in 2005, almost a quarter of a million vulnerable people suffering from fuel poverty have been supported through a range of measures offered by local charities and funded by the Trust.

By the end of 2008, a total of £4.5 million had been awarded to 103 projects across 105,000 households in Britain.

The Trust is administered by, but makes decisions independently of, ScottishPower and is part the ScottishPower Fuel Poverty Programme, which also includes measures such as energy efficiency and a social tariff.

Organisations including Energy Action Scotland, National Energy Action and Glasgow University Urban Studies Unit are represented by Trustees on the board of the Trust.

The Trust was established in November 2005 to provide much-needed funding to not-for-profit organisations for projects which combat fuel poverty through investment in four categories: crisis funding, income maximisation, energy efficiency and research. In many cases funding is awarded to projects spanning two or three of these categories.

Fuel poverty is when 10% or more of household income is spent on energy costs. The problem arises when people on low incomes live in poor housing, which is difficult to heat and stay warm. National Energy Action estimated that around five million households are fuel-poor.

In recognition of the Trust's work,

ScottishPower has injected £5million into the funding pot since its conception, sustaining its commitment to help vulnerable people across the UK.

This report outlines a summary of the Trust's progress to 31st December 2008.

For the latest information, visit:
www.energypeopletrust.co.uk

The Trust's four categories of funding are:

Crisis funding

Funding projects to meet the urgent essential needs of those in fuel poverty.

Income maximisation

Funding projects to help those in fuel poverty maximise the income they are entitled to.

Energy efficiency

Funding projects to make the homes of those in fuel poverty more efficient. To provide a sustainable solution to fuel poverty, crisis funding and income maximisation projects should now incorporate energy efficiency advice.

Research

The funding and encouragement of educational projects and research in relation to fuel poverty.

(or a combination of the above)

"We are over the moon to receive this funding and believe our project will provide a holistic approach to encouraging financial capability, including taking account of energy efficiency in the home."
George Allan, Angus Citizen's Advice Bureau



The ScottishPower
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"The Trustees are highly committed to assisting in the eradication of fuel poverty. The challenges we face in the future include the difficult financial climate we are in and the impact which this has on the community. That is why we are so keen to support and fund projects which will help people meet their fuel bills in an affordable way."

Hammy Smillie MBE
Chairman

Need for our Trust has never been greater

The ScottishPower Energy People Trust has proved in the last three years that it has become a vital lifeline for frontline charities throughout Britain working to combat fuel poverty.

This year alone we have awarded £1.28 million to 21 projects between January and December, changing the lives of over 36,000 people and nearly 20,000 households.

This support is going to become increasingly important as the recession deepens and more individuals face the threat of redundancy. With unemployment predicted to reach beyond the three million mark in 2009, the work we are doing should be accessible to many more people and targeted exactly where help is needed.

The Government has recognised the need for a holistic approach in combating fuel

Hammy Smillie MBE Chairman

poverty and has set targets to eliminate the social issue in vulnerable households by 2010 and to end it completely in England and Scotland by 2016 and by 2018 in Wales. The ScottishPower Energy People Trust has an important role in targeting resources to those most in need and helping to reduce fuel poverty numbers across Britain.

With around five million households across the UK currently affected by fuel poverty, the need for better home insulation, energy efficiency advice and income maximisation has never been greater.

Significantly, the Trust funds projects which address all aspects of fuel poverty, from providing long-term solutions such as energy efficiency advice and help with maximising

incomes and claiming the right benefits, as well as vital immediate help from crisis funding.

In recognition of the scale of the challenge, by December 2008, ScottishPower had injected a total of £5 million into our fund since its conception, which will allow us to continue our crucial work in the most vulnerable areas.

Working in partnership with charities and other not-for-profit organisations has been the key to the Trust's success over the years. Thanks to the hard work of the charities which have benefited from funding, vulnerable homes across Britain are beginning to see a change for the better.

Over the next 12 months, we will continue our fundamental work with the voluntary sector, local and national government and housing providers, with a shared and long-term objective of eradicating fuel poverty.

"With our grant, we have employed a worker who is providing debt advice relating to fuel poverty, help and advice on fuel efficiency schemes and also helping individuals with their household budgeting."
John O'Meara, Toxteth CAB



Help focused on young families and the vulnerable

Company Secretary's Report

By Ann Loughrey

Three years on and £5 million later, almost a quarter of a million people have been helped by The ScottishPower Energy People Trust fund.

The Trust has been praised by the regulator, Ofgem, for helping so many and for its partnership approach – empowering local communities to take action. Much remains to be done but we are on the right track to making a real difference.

Fuel poverty has been high on the political and media agenda for some time now and it's clear that an integrated approach that tackles all aspects of the problem works best. By improving the energy efficiency of properties, raising income levels and helping people to use energy more efficiently, fuel poverty could become a thing of the past.

The biggest request for funding continues to be support for organisations working directly with the public to carry out income maximisation checks and provide crisis funding. Some examples are given below, however there remains a significant under-claiming of benefits in the UK to the tune of almost £10 billion and access to benefits is proving to be hugely significant in tackling fuel poverty. In some cases the amounts of unclaimed benefits reach staggering sums such as £10,000 per annum, and in general terms the Trust has seen evidence that for every £1 donated to income maximisation projects, another £20 can be raised in benefits. Often families are unaware that they are entitled to tax benefits and are working in low paid jobs, so any increase to their income can make a huge difference to their quality of life.

Some of the projects supported in 2008 include:

- Angus Citizens Advice Bureau Fuel Fair Project, which combines income maximisation

with energy efficiency advice, is using the funding to finance staff members who will provide advice on how to reduce energy usage. The project has received over £68,000 and is hoping to assist over 2,000 vulnerable people in the area.

- We also funded another two Citizens Advice Bureau projects – one in Toxteth in Liverpool for nearly £100,000 and another in Greater Pollock in Glasgow for over £50,000.

- Another initiative, which is set to help over 6,000 vulnerable lone parents and children, is the Family Power Project, run by One Parent Families Scotland. The two-year project is using the grant to offer crisis funding in circumstances where families can no longer afford to pay fuel bills.

- The Lister Housing Co-operative's Renewables Heritage Project is a good example of a project given funding for an energy efficiency initiative. Being energy efficient plays an important part in improving house conditions and making the most of the energy used. The organisation provides affordable housing for vulnerable people in the Edinburgh area and was granted £90,000 to pay for the installation of solar water heating renewable energy systems to help reduce tenant's bills.

The current economic climate highlights further the need to get help to vulnerable households and the target of helping families and young people setting up home for the first time remains the focus for our Trust.

I am grateful for the continued support and invaluable expertise given by Trustees.

Our report highlights a few examples of projects that are making a huge difference to lives of so many vulnerable people. We hope that the Trust will continue to make a positive impact and look forward to another successful year of supporting projects across Britain.

"Having worked in the fuel poverty arena for over 20 years, I'm delighted that the work of the Trust is starting to gain the recognition it deserves in terms of helping front line agencies deliver much needed help to vulnerable fuel poor households. Targeting young people and families with children has meant that help has gone to those families and individuals that are often left to fend for themselves."

Ann Loughrey
Company Secretary

“Over the last year, we have assisted numerous projects and they tell us we have made a real difference to the lives of people in fuel poverty.”

Joan Fraser, Trustee



The ScottishPower
Energy People Trust

Supporting Communities



Over £1 million worth of grants in 2008

Summary of our financial performance during 2008:

The Trust's income for the period to 31st December 2008 was £1,432,798. The charity paid out £1,034,075 in grants and had a surplus of £348,530. Restricted income of £65,795 was received in the form of a donation from ScottishPower to cover running costs, and these funds were fully expended.

ScottishPower supplies employees to administer the Trust at no cost to the charity. Running costs include the website and publicity, while governance costs include legal fees, audit fees and costs linked to the strategic management of the charity.

Unrestricted reserves carried forward were £2,214,279, of which £1,121,524 was held in a designated fund for future grants that have been approved. ScottishPower has contributed in excess of £5 million to the Trust in the period since inception to December 2008.

In 2008, the ScottishPower Energy People Trust awarded in excess of £1m to 21 projects helping over 36,000 individuals in around 19,000 households. By December 2008, the Trust had awarded over £4.5m to 103 projects, helping some 105,000 households and some 243,000 individuals across Britain.

The Trust continues to be funded by ScottishPower and an online donation facility exists on the Trust's website – www.energypeopletrust.co.uk - to enable individuals to make donations. The Trustees are very grateful to all those people who have assisted.

The Trustees remain confident the current level of reserves is sufficient to allow continued activity of the Trust through 2009. Discussions to secure future funding will continue.

Projects funded in 2008

Since November 2005, the Trust has awarded £4.5million to 103 projects, helping over 243,000 individuals in over 105 households.

Over the past year, the 21 projects listed below are proposing to assist over 36,000 individuals and almost 20,000 households across Britain.

Rainer Lincolnshire	£11,000
Middlesbrough Environment City Trust	£27,576
Lister Housing Co-operative Ltd	£90,000
Groundwork Leeds	£94,620
Rushmoor Healthy Living (RHL)	£75,185
The Action Group	£93,235
Amaze	£90,000
Centre 70	£44,522
Toxteth Citizens Advice Bureau	£98,684
Angus Citizens Advice Bureau	£68,169
Neath Port Talbot County Borough Council – Welfare Rights Unit	£72,930
One Parent Families Scotland	£49,712
Exeter Homeless Action Group	£30,000
North and West Sutherland Advice and Information Service	£7,500
CSV's Retired and Senior Volunteer Programme	£80,311
Greater Pollock Citizens Advice Bureau	£51,144
Changeworks	£90,615
Blackfriars Advice Centre	£50,060
Westray Development Trust	£66,160
Dundee Women's Aid	£5,250
Manchester Refugee Support Network	£90,741

Energy People Trust Fund Financials – 2008 Year-end

Where the money comes from

Voluntary income from SP	£1,280,000
Investment income	£87,003
SP donations to cover running costs	£65,795
Total	£1,432,798

Where the money goes

Charitable activities	£1,034,075
Cost of generating funds	£46,869
Governance costs	£3,324
Total	£1,084,268

Balance sheet at 31 Dec 2008

Current Assets	
Cash at bank and in hand	£2,503,982
Current Liabilities	
Creditors: amounts falling due within one year	£289,703
Net Current Assets	£2,214,279

“Because of the grant, we have been able to give significant assistance to both young and adult carers, as well as family members whose lives are affected by their caring responsibilities.”
Jane Smith, East Ayrshire Carers Centre



Fuel fight gets Fresh Start



Stewart Maxwell MSP, Minister for Communities and Sport with Willie MacDiarmid, Director of Energy Retail at ScottishPower.

As a responsible energy supplier, ScottishPower recognises the need to play its part in helping to eradicate fuel poverty. The company has taken a strategic approach to address the issue with society's most vulnerable people being targeted as a priority.

During the 2008 Budget, the Chancellor announced an increase in suppliers' collective expenditure on their social programmes of £225m over the next three years. ScottishPower has responded by implementing a social tariff called Fresh Start that aims to address each of the factors which are known to contribute to fuel poverty.

- **Cost of Fuel** – The social tariff brings prices in line with the best prices in the region, regardless of payment method.
- **Energy Efficiency of the Home** – Customers are given access to free energy efficiency advice and access to insulation and lighting measures.
- **Household Income** – Customers can access a free Benefits Health Check.

The social tariff complements the other initiatives that make up the ScottishPower Fuel Poverty Programme, which also includes:

- ScottishPower Energy People Trust
- Home Heat Helpline

The ScottishPower Energy People Trust is a key element of the overall strategy and has been recognised for its part in helping to alleviate fuel poverty. In the Ofgem report: “Monitoring Suppliers' Social Programmes 2007-08”, published in December 2008, the Trust was identified as implementing best practice. This was due to its approach of providing grants to trusted third party

intermediaries and organisations, which can target assistance to those in fuel poverty, particularly those who are the most difficult to identify and hardest-to-reach.

For the third successive year, ScottishPower has supported the Home Heat Helpline, an independent telephone service funded by the UK's six largest energy companies. It is designed to give help and advice to people who are struggling to pay their energy bills or to keep warm in winter. Independent advisors can provide information and advice on keeping warm and using energy efficiently, as well as payment plan options and how those with special needs can become a Priority Service Customer. This year the helpline received 24,673 calls – 5,000 more than last year. Of these, 1,375 were referred to ScottishPower in 2008, compared with 552 in 2007.

In addition to the Fuel Poverty Programme, ScottishPower is aiming towards its Carbon Emissions Reduction Target (CERT), which is an obligation on energy suppliers to achieve targets for promoting reductions in carbon emissions in homes across the UK. Last month ScottishPower announced it was on-course to complete almost half (46%) of its target by the end of this month. This means the company will have installed energy efficiency measures equivalent to insulating over 380,000 homes across the UK.

ScottishPower will also continue to work with the Department of Work and Pensions, Citizens Advice and debt agencies to help the energy company identify vulnerable customers and offer help to those most in need, to help end the misery of fuel poverty.



Independent Living Support a great start in

With less than a year's work under its belt already, Independent Living Support (ILS) is celebrating after helping vulnerable people suffering from fuel poverty.

The Empowering People Project, based in Dumfries, was granted over £50,000 from the ScottishPower Energy People Trust early in 2008 to fund a three-year initiative to assist residents in Dumfries and Galloway.

Already, it has helped clients save almost £10,000 through energy bill-related issues.

The grant is being used to fund the Empowering People Project, which aims to provide crisis funding and advice on how to manage clients' energy accounts responsibly.

Ann Loughrey, ScottishPower's Head of Corporate Social Responsibility and The ScottishPower Energy People Trust's Company Secretary said: “We're really pleased with the project's progress so far and would like to praise staff at ILS for their hard work over the initial year,

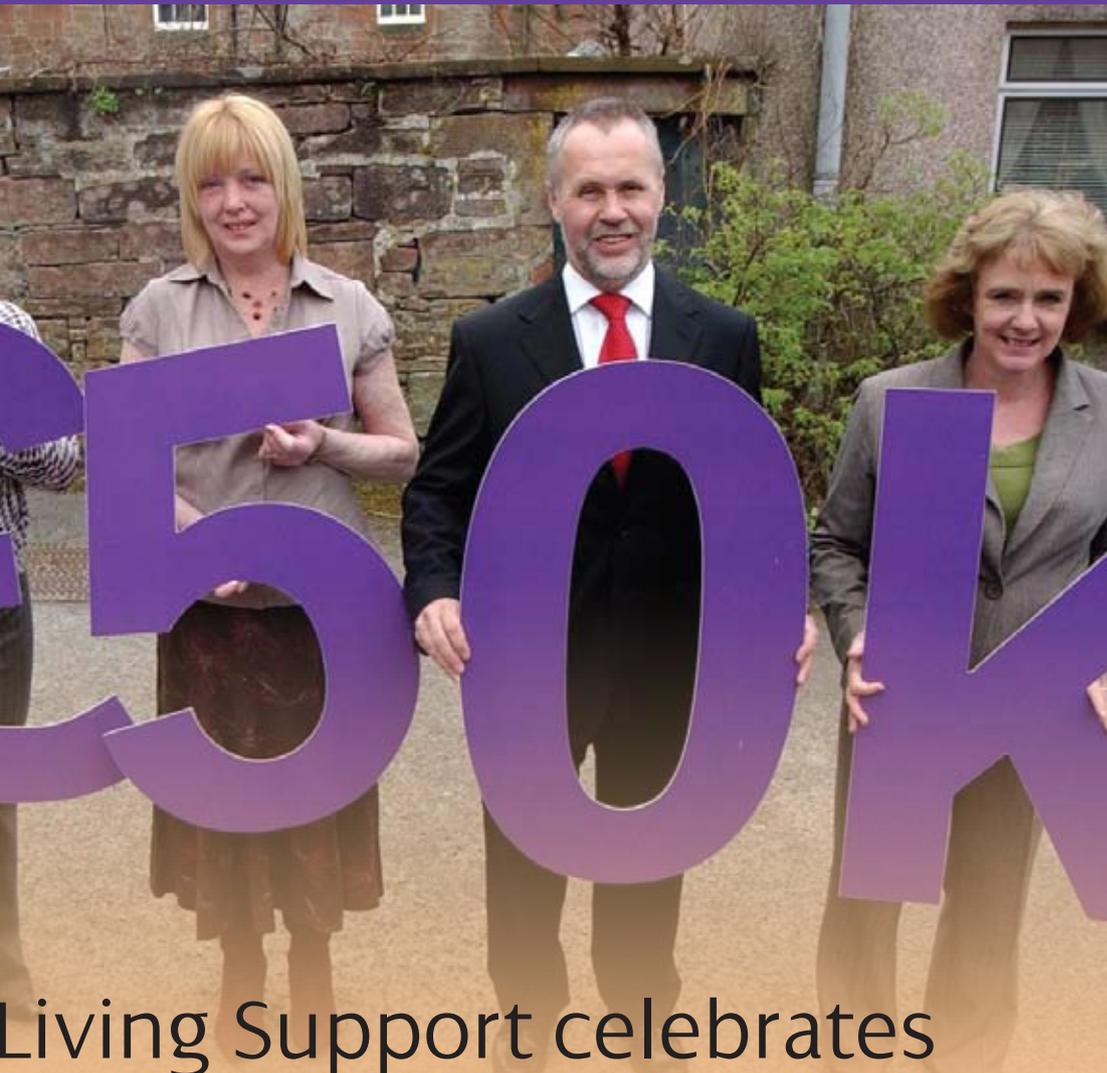
“Recent highlights for me included visiting a young person’s independent living flat in Castlemilk run by a local housing association. This showed what can be achieved when specific housing need is combined with education about energy use and household management.”

Kenneth Gibb, Trustee



**The ScottishPower
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Independent Living Support celebrates 50K in Dumfries and Galloway

and look forward to seeing the results over the next two years.”

The Empowering People Project is aimed at vulnerable Dumfries and Galloway residents aged between 16 and 60 who are classed as living in fuel poverty.

So far, over 150 people have benefited from the service, which includes advice on how to manage fuel bills effectively, as well as crisis funding for ILS service users who are in need of it most.

Individuals are referred to the project, either through third party organisations or directly through ILS. Once they are referred, they can then benefit from a free drop-in service for advice, and use of the phone or internet to assist those having issues with their energy bills.

Whether a client is having problems with their energy supplier, struggling with their power meter or having difficulty paying bills, the project aims to help resolve these issues, which can lead to fuel poverty.

Elaine Colquhoun, Financial and Operational

Manager at Independent Living Support, said:

“We’re delighted with the positive progress so far and are pleased to have helped so many locals.

“The generous donation from the ScottishPower Energy People Trust has allowed us to reach out to so many people who are having problems with energy bills or – worst case scenario – are having to choose between food and paying bills.

“Our service users range from individuals or families, all of whom are vulnerable and struggling to cope with homelessness, gaining and sustaining a tenancy, budgeting and coping with day to day life, so the funding is crucial in providing that step towards a new life for many.”

With many clients living in rural areas surrounding Dumfries, offering a telephone and e-mail service is crucial for Independent Living Support. With permission, a project worker can contact clients’ utility companies directly in order to help diffuse any issues, which would probably lead on to fuel poverty.

ILS INDEPENDENT LIVING SUPPORT

“Our service users range from individuals or families, all of whom are vulnerable and struggling to cope with homelessness, gaining and sustaining a tenancy, budgeting and coping with day to day life, so the funding is crucial in providing that step towards a new life for many.”

Elaine Colquhoun
Financial & Operational
Manager at Independent
Living Support



Pictured top: Norrie Kerr, Trustee; Ann Loughrey; Jo McCaig, Empowering People Project Worker; Bill Sheldrick, Trustee; Elaine Colquhoun, Financial/Operational Manager; Joan Fraser, Trustee, and Donna Angelini, Service user.

Pictured above: From left to right: Ann Loughrey; Elaine Colquhoun, Financial and Operational Manager at Independent Living Support; Jo McCaig, Project Worker; Russell Brown MP, and Dr Elaine Murray MSP.

"I believe that the work of the ScottishPower Energy People Trust is making a real difference to the lives of vulnerable people and families."
Norman Kerr, Trustee



Triple success for Midlothian project



From left: Ann Loughrey; Irene Hutchison, Citizens Advice Bureau Dalkeith Manager; Lorraine Sinclair, Project Development Worker; Ruth Semple, ScottishPower's External Business and Community Relations Manager.

"Overall, we felt that the project successfully reached out to our target audience and are now confident that people living in these rural areas can easily access the services of CAB, should they require them."

Irene Hutchison
Manager of Dalkeith & District Citizens Advice Bureau

A project in Midlothian has managed to successfully reach out to three times the number of vulnerable people it hoped to assist.

Reaching Out, which is organised by Dalkeith & District Citizen's Advice Bureau (CAB), previously received almost £30,000. The initiative aimed to increase awareness of the advice services provided by Dalkeith & District CAB within rural areas of Midlothian, specifically focusing on income maximisation.

Five remote areas were selected, concentrating on families with young children who are on lower incomes, as well as the elderly, to assess whether CAB services were required locally and, if so, in what form these should be delivered.

Reaching Out was given funding by the ScottishPower Energy People Trust with an initial target of assisting 100 individuals in the rural areas of Midlothian.

Ann Loughrey, ScottishPower's Head of Corporate Social Responsibility and The ScottishPower Energy People Trust's Company Secretary said: "We're really proud of the Trust's success to date.

"Giving funding to charities means that the experts decide how money should be used and resources reach those most in need of our help.

"We know that over £9bn of state benefits is not being claimed by those who are entitled to it, so Reaching Out is crucial in helping people claim their full entitlement, providing a welcome boost in household income."

Various community groups were targeted through Reaching Out so that young families and the elderly specifically could be reached, through playgroups, church groups, community centres, pensioners' groups and nurseries.

Targeted villages included Cousland, Pathead, Temple, Carrington and North Middleton & Borthwick, which are areas believed to have poorer transport links, which makes travelling to towns for welfare rights services difficult.

Irene Hutchison, Manager of Dalkeith & District Citizens Advice Bureau, said: "Overall, we felt that the project successfully reached out to our target audience and are now confident that people living in these rural areas can easily access the services of CAB, should they require them.

"From the research carried out, 283 enquiries were received by us through individuals within the targeted areas, which was a great success considering we initially aimed to help 100 people.

"We are extremely grateful for the funding provided by the ScottishPower Energy People Trust and are delighted with the outcome."

“With our grant, we have employed a worker who is providing debt advice relating to fuel poverty, help and advice on fuel efficiency schemes and also helping individuals with their household budgeting.”
Neil Hartwell, Trustee



The ScottishPower
Energy People Trust

Supporting Communities

From left: Provost Stephanie Young, Councillor Kathy Morrice, and Jane Smith, Centre Manager of The Princess Royal Trust, East Ayrshire Carers Centre.



Looking after the pounds for carers

The Eliminating Poverty Project, which was granted almost £80,000 in funding from the ScottishPower Energy People Trust, is celebrating after successfully sourcing £350K worth of unclaimed benefits for its carers.

The two-year project, which is part of the Princess Royal Trust's East Ayrshire Carers' Centre, is due to be completed summer 2009. It provides benefit health checks for carers in the area who are experiencing financial difficulties.

Money maximisation and advice on how to manage finances is given, as well as tips on how to save by being energy efficient. Staff members at the project, who are trained to City & Guilds level in Energy Awareness, liaise with other agencies to ensure that carers' homes are well insulated.

The project is already on target towards its goal and has successfully presented to 125 of the centre's newly registered carers, which will hopefully benefit 500 homes across East Ayrshire. The information slots are proving popular.

Ann Loughrey, ScottishPower's Head of Corporate Social Responsibility and The ScottishPower Energy People Trust's



Company Secretary said: “We're really pleased with the Eliminating Poverty Project's progress so far.

“Fuel poverty is an issue which affects millions of households across Britain and the purpose of our Trust is to financially assist projects, like this one, which deal directly with those most affected by the problem.

“Being able to manage finances successfully will make a huge difference to vulnerable people in East Ayrshire and we're confident the advice they are given will be useful in the long term and will help prevent fuel poverty occurring in the future.”

The Princess Royal Trust, East Ayrshire Carers Centre provides help, support and information to those caring for relatives, friends or neighbours who otherwise may be unable to manage themselves.

In particular, the Eliminating Poverty Project provides training and education programmes in subjects such as Money Management, to allow the Carers to manage their finances on an ongoing basis, help to identify and support new carers and support families in a crisis situation such as fuel arrears, debt and eviction.

The £350K of additional money was accessed through the project for carers and their families and was generated from unclaimed Carers Allowance, Disability Living Allowance and Attendance Allowance, as well as others.

Jane Smith, Chief Executive of The Princess Royal Trust, East Ayrshire Carers Centre, said: “We're delighted with the project's positive results.

“We have been able to give significant assistance to both young and adult carers, as well as family members whose lives are affected by their caring responsibilities.

“The work of a carer is a very important role so we're really grateful for the ScottishPower Energy People Trust for donating the grant to allow us to make a difference to carers' lives.”

When complete, the project is expected to assist nearly 500 households in East Ayrshire, from Lugton to Dalmellington.

"Our project will be able to effectively reach directly out to vulnerable people and we are confident that our project can make a difference to the many lives of families who are suffering from fuel poverty."
Sue Robertson, One Parent Families Scotland



Something to SMILE about



Campaigning for Warm Homes

Vulnerable residents across the whole of England have been given something to SMILE about, thanks to the ScottishPower Energy People Trust.

Using its grant of £50,000 to fund Supporting More Independent Lives Everywhere (SMILE), Newcastle-based National Energy Action (NEA) has more than delivered its aim of helping to combat fuel poverty.

The grant was given to the project to deliver a two-year initiative, which had two elements – to deliver an energy efficiency training programme to SureStart staff, their partner agencies, parents and grandparents, and to administer a hardship fund for vulnerable low-income families who are not entitled to standard government grants.

Ann Loughrey, ScottishPower's Head of Corporate Social Responsibility and The ScottishPower Energy People Trust's Company Secretary said: "We're so proud of the results delivered by the team working on the SMILE project and are confident that the advice given during the training programme will continue to benefit others.

"Fuel poverty now affects millions of households across Britain so any assistance we can provide through our Trust is essential today."

The funding has enabled the SMILE project to deliver 40 training sessions, which were aimed at staff from initiatives like SureStart, as well as others who work alongside families with young children, highlighting how to recognise the link between clients' poor health and cold damp homes, as well as how to communicate energy efficiency issues effectively and particularly to highlight grants and schemes available to help.

SureStart is a government initiative that aims to achieve better outcomes for children,



From left, Joanne Carr from the SMILE project, Hammy Smillie – Chairman and a Trustee of the ScottishPower Energy People Trust and David Connor – Newcastle Warm Zone Director

parents and communities in England.

Denise Howell, Training & Partnership Development Manager at NEA, said: "We're really pleased with the outcome of the SMILE project.

"We were delighted when the ScottishPower Energy People Trust granted the funding as it allowed us to continue the training courses, which were previously assisted financially for the first three years by the government's Department of Energy and Climate Change.

"Our training courses were so popular and, because of the demand, we completed our target of delivering 40 courses earlier than expected, in October.

"We had excellent feedback from those participating in the training and, since we started the training courses, we have been able to assist approximately 15,000 households, which is fantastic. Even simply understanding the causes and effects of fuel poverty is a starting stone and will allow these workers to identify those in need of assistance."

The funding is also being used to administer a hardship fund for vulnerable and low-income families who are not entitled to standard government grants. Although the SMILE project was due to finish at the end of December, allocations of the hardship fund will continue into 2009 after referrals from SureStart workers are considered.

Denise continued: "The hardship fund has already provided £6,000 worth of crisis funding to those in need and grants are awarded to low-income families who are not eligible for Warm Front or EEC grants. It's used to assist with small debts, energy saving measures and household appliances.

"Some of our clients suffer from violent abuse and are forced to flee homes with their young kids, leaving them penniless and in need of assistance. We are able to provide help, through referrals from SureStart staff, and make a significant difference to the lives of these people."

“The generous donation has allowed us to reach out to so many people who are having problems with energy bills. The funding is crucial in providing that step towards a new life for many.”
Elaine Colquhoun, Independent Living Support



**The ScottishPower
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Supporting Communities

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 Honours 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 Trustee of AGE Concern and Help the Aged in Scotland.

Ann Loughrey (Company Secretary)



Ann worked as a press photographer and within the public sector before starting a 23-year association with fuel poverty and energy efficiency. She was Commercial Manager

at Heatwise Dunbarton, then Director of fuel poverty charity Energy Action Scotland before joining ScottishPower in January 2005, as Head of External Business and Community Relations. Ann's role was key to establishing the ScottishPower Energy People Trust before taking up her current post as Head of Corporate Social Responsibility.

Ann previously served on the Scottish Committee of energywatch, National Energy Action and as a Trustee of the ScottishPower Green Energy Trust. She currently sits on the Scottish Government's Fuel Poverty Forum and Ofgem's Social Action Strategy Group. She is a Trustee and Company Secretary on The ScottishPower Energy People Trust.

Douglas McLaren (Treasurer)



Douglas is a member of the Institute of Chartered Accountants of Scotland (ICAS) and a key member of ScottishPower's Control team. Douglas manages Business

Performance for the Energy Retail division and reports to the Finance Director.

Douglas joined ScottishPower in 2004 after nine years with PricewaterhouseCoopers (PwC) where he primarily worked for their Business Assurance division across the UK.

Between 2001 and 2003 Douglas lived in Toronto, working for PwC Canada on acquisitions and disposals in North America.

Meet the Trustees

Dr Bill Sheldrick



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 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.

Kenneth Gibb



Kenneth is professor of housing economics 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 30 peer-reviewed journal articles and several books.

He has also lead research projects funded by Research Councils, the Joseph Rowntree Foundation, Government departments across the UK, the Work Bank, OECD, trade bodies, banks and building societies, among others.

Kenneth is Chair of Sanctuary Scotland housing association, he chairs Sanctuary Management Services and is a committee member of Access Apna Ghar housing association. He is past president of the European Real Estate Society. He is also a board member of the Scottish Community Development Centre.

Neil Hartwell



Neil has worked for NEA, the fuel poverty campaigning charity, for seven years as Director of Support Services. He covers finance, IT, technical, HR and governance issues for the 10

offices across the UK, from a base in Newcastle-upon-Tyne.

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.

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 Government on HECA, Local Housing Strategies and Fuel Poverty Strategies.

He sits on the Scottish Government's Fuel Poverty forum. He also sat on the Government's working group measuring the health impacts of the Warm Deal and Central Heating Programme.

He is also a member of the NEA Executive Board and a Trustee of the Aberdeen Combined Heat and Power Company.

Joan Fraser



Joan Fraser is a member of the Board of NHS Health Scotland, a member of the Visiting Committee for Polmont Young Offenders Institution and a member of the Management

Board of The Yard, a voluntary organisation which supports and develops play for children with additional support needs.

She has spent most of her career working for the Scottish Executive until she left in 2007 to pursue her other interests. Her previous experience as a senior official includes leading the review of Alcohol and Drug Action Teams; developing health education policies, including nutrition and sex education, and social inclusion policies in schools; and environmental policy.

She was also seconded to YouthLink Scotland where she was interim Chief Executive for two years until 2006. Other voluntary experience includes work with the Miscarriage Association and as Chair of a community council and a school board.



From left, Ann Loughrey, ScottishPower's Head of Corporate Social Responsibility and The ScottishPower Energy People Trust's Company Secretary, Carol Dunne, Environment and Social Policy Manager at ScottishPower and Angela Martin, Environment & Social Policy Assistant.

Now meet the Team

Frequently asked questions

Who can apply for funding from the Trust?

The ScottishPower Energy People Trust can provide funds for not-for-profit organisations and groups who work with or represent the vulnerable and fuel poor to help those most in need (such as children's charities, local community groups, support organisations, housing associations, local authorities and others).

Which type of projects are eligible?

Crisis funding: Women and children needing emergency accommodation and vulnerable young people setting up their first home. Benefit health checks or income maximisation: Helping households that aren't claiming all the benefits to which they're entitled; or are not eligible for current government grants or funding because they

don't receive the appropriate benefit. Energy efficiency measures and advice: A scheme that aims to improve the energy efficiency of homes by draught proofing, insulating and offering energy efficiency advice. Research: A research project that aims to understand the link between fuel poverty and health.

When are submitted projects reviewed?

The Trustees meet once a quarter to review submitted projects.

How do I apply or find out more?

Information or an application form can be found online at www.energypeopletrust.co.uk

For application enquires please e-mail:
enquires@energypeopletrust.co.uk

The ScottishPower Energy People Trust Cathcart .
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Supporting Communities