



The ScottishPower  
Energy People Trust

Supporting Communities

## Annual Report 2010



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Health Energy Advice Team (HEAT) Kensington feature in more detail on page 8.

# Making a difference across communities

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 one and a half 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 2010, a total of £8.2 million had been awarded to 162 projects helping 1.2 million households in Britain.

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

energy efficiency and a social tariff. 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 keep warm. National Energy Action estimated that around five million households are fuel poor.

This report outlines a summary of the Trust's progress to 31st December 2010. For the latest information, visit: [www.energypeopletrust.com](http://www.energypeopletrust.com)

## The Trust's four categories of funding

- 1** **Crisis funding** – to meet the urgent essential needs of those in fuel poverty.
- 2** **Income maximisation** – funding projects to help those in fuel poverty maximise the income they are entitled to.
- 3** **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.
- 4** **Research** – the funding and encouragement of educational projects and research in relation to fuel poverty.

(or a combination of the above.)



*"ScottishPower Energy People Trust has been a long term supporter of what we do in trying to alleviate fuel poverty in Dundee. All of our clients are on benefits, and all of them struggle to keep their homes warm in the face of increased prices and exceptionally hard winters. We show people the simple things they can do keep costs down and help them link up to other local initiatives."*

**Alastair Cameron, Chief Executive at Claverhouse**

# Chairman's message



*"I am confident that the Trust will help this invaluable work to continue and I know I am leaving it in the safe hands of my successor, Norman Kerr."*

Hammy Smillie MBE, Chairman

## Looking back proudly

I am very proud of the work which has been carried out by the ScottishPower Energy People Trust during the past year.

The Trust is an independent charity that helps vulnerable, disadvantaged people out of fuel poverty and over the last 12 months we have reached almost 100,000 people.

This was my final year at the helm of the Trust and during my five years I have been privileged to have overseen the allocation of funding in excess of £8 million.

Funding has been provided to programmes run by grassroots organisations that help people struggling to pay their energy bills due to low incomes, poor housing or ill-health and during my tenure this has assisted 160 projects across Britain reaching around 1.5 million people.

The Trust was formed in November 2005 and since its formation has provided funding to not-for-profit organisations across Britain

who work with people suffering from fuel poverty and are well-placed to identify those most in need.

I have visited many of the projects which we have assisted including St. Helens housing association, Helena Homes. We have provided almost £100,000 of funding to finance a three year project and to see the positive impact this is having underlines the importance of the work of the Trust.

Each and every project is different but they all share the same objective of helping people who are in very difficult situations. I have been struck by the exceptional work which is being undertaken in local communities and the positive impact funding from the Energy People Trust can have.

I am confident that the Trust will help this invaluable work to continue and I know I am leaving it in the safe hands of my successor, Norman Kerr. He will be a great ambassador for the Trust and I wish him every success.

## Norman is happy to take the helm



Norman Kerr

Current trustee Norman Kerr is taking over as Chairman of the Trust from January 2011.

He has a passion for tackling fuel poverty, having worked in this field for a number of years as director at Energy Action Scotland.

"I have drive and enthusiasm for programmes that work to solve fuel poverty at many different levels and was delighted to be asked to chair the work of the Trust. It's very fulfilling to be part of something designed to support some of the most vulnerable groups in our society.

"Hammy Smillie is a hard act to follow and I think the Trust under his chairmanship has been on the right course. I'd like to keep steering it along that path, supporting groups who work with families and children.

"Decisions over which projects to fund are not taken lightly. The trustees are exceptional people and I'm sure we will continue to make the right decisions and support projects that in many cases are life changing for the people they work with."

*"We'd like to thank the ScottishPower Energy People Trust. A large amount of people in the local area have been helped by this project and advice we provided and I'm sure they will continue to benefit in the longer term."*

Jackie Hankins, Welfare Rights Manager at Neath Port Talbot Council

# Company Secretary's report

## Working together to ease fuel poverty



*“The invaluable experience and expertise of the trustees has been of great benefit to the Trust and I would like to offer my thanks for their commitment, hard work and dedication to alleviating fuel poverty.”*

Ann Loughrey, Company Secretary

The ScottishPower Energy People Trust launched in November 2005 and we have had five very successful years helping charitable organisations working to alleviate fuel poverty.

In 2010 alone we funded 29 initiatives which helped 690,794 people living in 637,883 households across Britain.

It is clear that an integrated approach to fuel poverty which tackles all aspects of the problem works best.

Funding a variety of agencies allows them to deal with the issues at grass-roots level and helps to discover the underlying causes of fuel poverty. 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.

All of the projects we fund make a real difference to the communities in which they are based and should all be credited with carrying out stellar work. It is impossible to mention the great work that they all do in an annual report however we have highlighted a few projects further on in the report that are making a difference to the lives of so many vulnerable people.

The focus of our Trust continues to be on targeting help at families and young people setting up home for the first time. In 2010 we focused some of our funding on projects which conducted research into why people are in fuel poverty and actions that can be taken to alleviate this.

The funding which we have given to organisations working with people facing fuel poverty has made more of a difference and had a much stronger impact than we

ever thought possible. The invaluable experience and expertise of the trustees has been of great benefit to the Trust and I would like to offer my thanks for their commitment, hard work and dedication to alleviating fuel poverty.

We look forward to another successful year supporting projects and making a difference to the lives of vulnerable people.



*“We’re very pleased The ScottishPower Energy People Trust has agreed to fund our research project and hope we will be able to help people in the West Midlands and further afield climb out of fuel poverty.”*

Phil Beardmore, Director at Localise West Midlands



## Helping those most in need

As a major energy supplier ScottishPower is committed to being socially responsible and appreciates the role it can play in helping to eliminate fuel poverty.

The company, which is part of the Iberdrola Group, has taken a strategic approach to address the issue with society's most vulnerable groups being targeted as a priority.

The ScottishPower Energy People Trust is a key element of the overall strategy and as such ScottishPower had, by the end of 2010 and since the Trusts inception, donated more than £8.2 million to the fund highlighting its commitment to continuing its support of the charity.

In the 2008 Budget the Chancellor announced an increase in suppliers' collective expenditure on their social programmes. Between April 2008 and March 2011 ScottishPower will spend £40 million providing customers a holistic package of assistance that addresses each of the elements known to contribute

towards fuel poverty. From 1st April 2011 the Government has introduced the Warm Home Discount – a new programme of activity which energy suppliers will deliver to help vulnerable customers. Whilst funding for the Energy People Trust will remain via the Warm Home Discount we will continue to assess this new policy for any impact on the Trust and provide details in future reports.

The ScottishPower Energy People Trust is one of numerous organisations working towards helping the Government achieve its fuel poverty targets.

The Government and Devolved Administrations are committed by legislation to eradicate fuel poverty by 2016/18. The "UK Fuel Poverty Strategy" (2001) sets out the Government and Devolved Administrations' plans for meeting these targets. The Government regards energy efficiency as central to achieving its fuel poverty targets.

### Causes of Fuel Poverty

Three key factors contribute to fuel poverty:

- Low household income – the cost of heating a home accounts for a larger proportion of total income for those on benefits or low wages
- Energy efficiency – the quality of the building and its insulation and the efficiency of the heat source affect how much energy must be bought to heat a home adequately
- Fuel costs – increased fuel prices due to rising wholesale costs

Other factors that contribute to fuel poverty are:

- Under occupation – when people on low incomes live in properties that are bigger than they need, for example, an older person who lives alone in a house that was once a family home
- Appliance use – households use more appliances than they did 20 years ago. Low-income families are more likely to use older, less efficient appliances that have higher running costs

*"The ScottishPower Energy People Trust's funding will enable the project to reduce the number of people in West Lothian slipping into fuel poverty. As well as getting advice on improving energy usage, members will be able to get access to loans to fund the replacement of inefficient appliances, the cost of improving home insulation or moving to lower energy tariffs."*

**Liam Murphy, Chairman of West Lothian Credit Union Forum**



Graeme Mullin, G. Heat Advice Team Manager, and Raymond Jack, ScottishPower's Director of Energy Retail.

*"The team at G. Heat is doing a fantastic job and is putting a lot of effort and hard work into the project to help improve the lives of many people living in Glasgow"*

Raymond Jack, ScottishPower

## G.HEAT changing the lives of Glasgow residents

G.HEAT, Glasgow Home Energy Advice Team, is helping to change the lives of families and households in Glasgow with assistance from The ScottishPower Energy People Trust.

The project, managed by the Wise Group, with funding from The ScottishPower Energy People Trust and working in partnership with Glasgow City Council received a £100,000 grant from the Trust in September 2009 to help alleviate fuel poverty in the city.

Raymond Jack, ScottishPower's Director of Energy Retail, visited the project in 2010 to find out how successful it had been to date. Funding enables G.HEAT to provide face to face advice to vulnerable residents in fuel poverty. Information covers a variety of areas including energy billing, obtaining the best tariffs, benefits health check and providing advice on the best use of energy in the home. The project expects to support up to 27,000 fuel poor people in Glasgow over a three year period.

Raymond said: "It's always great to visit projects and see first hand the great work

they are carrying out with help from our funding. It gives an informative view of how we are helping members of the community.

"Projects such as this are invaluable in providing assistance and directing funds to those who need it most and can only be a good thing.

"The team at G.Heat is doing a fantastic job and is putting a lot of effort and hard work into the project to help improve the lives of many people living in Glasgow."

Billy Sloan, Assistant Director of Delivery at the Wise Group, said: "G.Heat has been a great success so far. We've already visited over 400 homes and helped reduce residents fuel bills as well as providing energy advice. We are very grateful to the ScottishPower

Energy People Trust as funding given to G.Heat enables us to help a greater number and range of people than we would have otherwise been able to reach."

Baillie Liz Cameron, Glasgow City Council's Executive Member for Development and Regeneration, said: "Our objectives are to help households reduce their fuel bills and to enable them to make more efficient use of money they spend on fuel, and where practical lift them out of fuel poverty. We're already making a difference to the lives of a number of people in Glasgow and aiming to help many others over the duration of this project."

As part of the project, staff from G.Heat linked up with ScottishPower's Customer Liaison Manager to provide the project's trained energy efficiency advisers with an understanding of how ScottishPower supports vulnerable customers.

Fuel poverty exists where a householder spends more than 10% of their disposable income on energy for the home. It is estimated that over 100,000 households in Glasgow currently have to pay more than 10% of their net income to keep their homes warm, with around 35,000 households paying more than 20%.



For further information on the G.Heat project or to receive a home energy visit, please call: **0800 092 9002**

*"We're delighted that The ScottishPower Energy People Trust has funded our project – this assistance will go a long way to helping West and Mid-Wales people who are in fuel poverty."*

Jake Hollyfield, Director at West Wales Eco Centre

# SHAP secures £79,000 funding

A Huddersfield based project which helps homeless people secure substantial funding to help vulnerable households suffering from fuel poverty.

The Single Homeless Accommodation Project (SHAP) was awarded £79,621 by The ScottishPower Energy People Trust towards its 'A Place of Your Own' initiative and this support is helping to educate young people on how to manage their money.

Failing to address fuel management can lead to debt problems and inability to manage the home. Therefore, the funding provided allows the charity to run courses which cover key elements such as fuel management and energy efficiency. SHAP works with young people setting up home for the first time and vulnerable households needing support, along with people in housing need or who are homeless.

Ann Loughrey, ScottishPower's Head of Corporate Social Responsibility and The ScottishPower Energy People Trust's Company Secretary, said: "The Trust is very

*"Helping young people is at the core of SHAP's aims and we are glad to be able to support this initiative and its service users."*

pleased to be able to assist projects such as SHAP. Helping young people is at the core of SHAP's aims and we are glad to be able to support this initiative and its service users.

"SHAP is already making a difference to the lives of many people in the Huddersfield area and we're delighted that with The ScottishPower Energy People Trust funding it will be able to further develop this help and add in another



element of providing information on how to alleviate fuel poverty."

Denise Rooney, Assistant Director at SHAP, said: "When young people set up home for the first time they are often overwhelmed and have little idea how to manage things. Getting essential services such as electricity and gas connected can be particularly intimidating for people who haven't done this before.

"Using funding from the ScottishPower Energy People Trust we have been able to add an extra dimension to our 'Place of Your Own' course. It not only allows us to introduce money management to young people but it enables our organisation to link with our other services to access our debt worker."

The course runs at regular intervals throughout the year. To obtain access to the service or to get more details on how to join the course please call SHAP's Inroads Team on **01484 532280**.

## Tenants enjoy warmer homes

St Helens housing association, Helena Homes, is helping its residents out of fuel poverty with help from The ScottishPower Energy People Trust.

The Trust provided the social landlord with almost £100,000 to finance the three-year Affordable Warmth Fuel Debt Relief Scheme, which aims to help the most vulnerable tenants.

Helena tenants can apply for an interest-

free loan to help them out if they are struggling with fuel debt or bills. The loan is then repaid at a realistic and manageable pace.

The project, launched in October 2009, has already provided loans totalling £10,000 to help with fuel poverty and has carried out over 200 home heating checks.

Lone parents and young people who have been identified as extremely vulnerable are the main target of the project, alongside families, the elderly and people with disabilities. However, any Helena Homes tenant struggling with fuel bills and debts can apply, and all tenants are entitled to free

advice on energy efficiency. Liz Howse, Affordable Warmth Project Officer at Helena Homes, said: "This vital funding from the ScottishPower Energy People Trust is helping numerous people in St Helens out of debt caused by fuel poverty.

"Fuel poverty affects so many households across the country and it is important that people affected are aware of the wide range of grants available to help them avoid the problem."

To find out more contact Liz Howse on 01744 637383, or visit [www.helenapartnerships.co.uk](http://www.helenapartnerships.co.uk)

*"It's great that The ScottishPower Energy People Trust is helping Solas. As anticipated, demand has been high and positive outcomes for many householders in or at risk of Fuel Poverty have already been secured."*

**Jim Percival, SOLAS' Community Officer**

# Energy advice helps thousands

A Liverpool based project helped local residents secure almost £700,000 of additional benefits which they were entitled to over the past year.

Health Energy Advice Team (HEAT) was provided with £87,000 of funding over three years from The ScottishPower Energy People Trust to help alleviate fuel poverty. Since April 2010 the registered charity has already helped 1,983 people and employed a full-time advisor to work with its team of volunteers across the Winter Survival Project.

The project has helped local residents access a range of advice, information and services to improve home energy efficiency and has seen an increase in the amount of vulnerable people accessing fuel poverty initiatives.

Key successes of the project include:

- Over 400 people now enjoying reduced fuel bills as a result of the assistance to move to social tariffs and help to change utility providers offering more

competitive prices.

- 639 clients advised and/or helped to apply for national Warm Front Grant and local City Council Grants for insulation, making their homes warmer and more energy efficient.
- 320 people were helped to claim their rightful entitlement to a range of welfare benefits including; Working Tax Credits, Housing Benefit, CTB and Pension Credit. Income maximisation for the twelve months to March 26th 2011 stands at £698,952. For each client/family helped there was an average annual income increase of £2,184.

Paula Nolan, Centre Manager at HEAT, said: "We'd like to thank The ScottishPower Energy People Trust for its donation to HEAT. Funding has made a huge difference to people in Liverpool and has enabled hundreds to lift themselves out of fuel poverty and keep warm throughout the recent harsh winter.

"HEAT has extensive knowledge of working in the fuel poverty and energy efficiency



Danisha Martin from HEAT provides advice on the Winter Survival Project.

arena assisting vulnerable groups for over ten years. We have found a targeted, one point of contact model for fuel poverty and energy efficiency advice. Assistance works well and we will continue to help our clients on that basis. This approach improves take up of grants for energy efficiency measures and fuel poverty initiatives and will enable us to help even more people in the coming year."

People can access information, advice and assistance by calling the HEAT team on 0151 263 2620 or you can email: [franvaughn@heatkensington.org.uk](mailto:franvaughn@heatkensington.org.uk)

## Green footprint

Isle of Wight residents are putting their best foot forward when it comes to saving on their energy bills.

The Island's Footprint Trust Charity has implemented an 'Energetic Fueline for Families Project' and has already helped over 2,500 residents to achieve a combined saving of almost £14,000.

The initiative was launched in April 2010 with the support of £99,000 funding from The ScottishPower Energy People Trust to help families become 'Energetic

Champions' and save money through smart fuel use. Energy-saving experts have reached local residents in a number of different ways, including community events and local workshops to offer advice.

Over 100 households have been visited by the Footprint Trust staff to give free tailored guidance on energy efficiency and 5,000 leaflets have also been distributed through the local community.



Ray Harrington-Vail, General Manager of the Island's Footprint Trust Charity said: "The Energetic Fueline for Families project has enabled the Trust to reach the community and give them valuable advice.

"Home visits and public events have been very effective ways of engaging residents about issues that affect them.

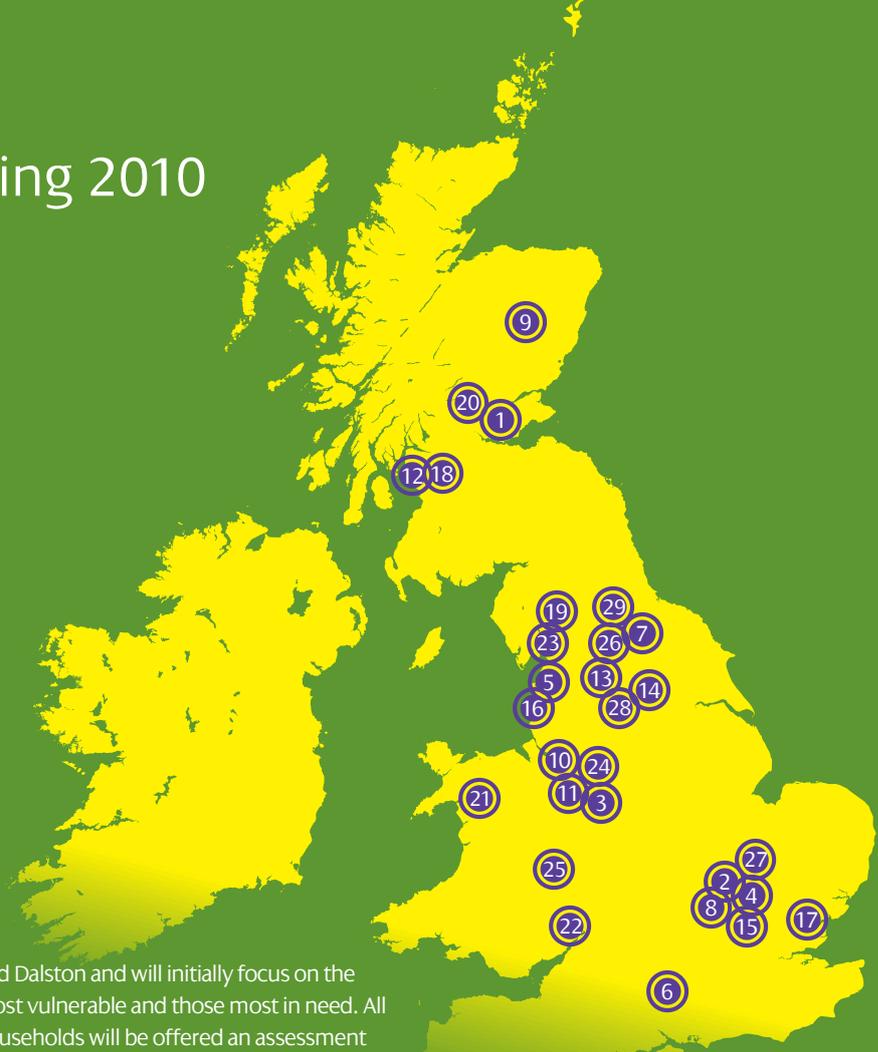
"Many individuals were unaware of the help that was available to them or in many cases were given misleading information about energy efficiency.

"The funding has allowed the charity to provide information to the Isle of Wight in a straightforward and personal way."

*"We were thrilled that The ScottishPower Energy People Trust donated such a substantial amount of money to our project. This funding helped us immensely and without the generosity of the Trust the project would not be started, let alone complete."*

**Alistair Cant, Director of Lister Housing Cooperative**

# Projects funded during 2010



## 1 West Lothian Women's Aid

£4,620

West Lothian Women's Aid received funding for its First Entry Energy Costs project which aims to assist women to cover the energy costs when they first arrive in refuge. Women and their children often arrive in refuge with nothing and it can take several weeks to get any monies due to them arranged. This assistance gives them the peace of mind that their fuel costs are covered in the initial days of refuge. The funding also provides women and families with a small allowance towards fuel costs when they are allocated a new home.

## 2 Southwark CAB

£19,600

Southwark Citizens Advice Bureaux Service aims to alleviate some of the issues of fuel poverty in the Borough and promote programmes that deliver affordable warmth to vulnerable households. It received funding for its Southwark Keep Warm Save Money project which seeks to raise awareness of fuel poverty with local policy makers, to promote partnership working between different service providers and to promote services offering fuel debt advice and assistance in getting the best energy deal to low income households.

## 3 Freshwinds

£98,317

The Freshwinds Fuel Smart Project received funding to recruit a team of advisers, consisting of a Fuel Debt and Money Adviser and a Welfare Rights Adviser who will specifically work with those over 60 years old and families with children under five or with a disabled child who are experiencing Fuel Debt. They will offer a two tier service with a full benefit 'health check' to identify any potential entitlements that are not being claimed and to give advice and information on any housing issues.

## 4 Mildmay Community Partnership

£80,000

Mildmay Community Partnership received funds for its At Your Doorstep project which aims to reduce fuel poverty in Milday

and Dalston and will initially focus on the most vulnerable and those most in need. All households will be offered an assessment of their financial circumstances and support received will relate directly to their individual needs.

## 5 Health Energy Advice Team (HEAT)

£87,213

Using the Health Energy Advice Team's extensive knowledge of working in the fuel poverty and energy efficiency arena assisting vulnerable groups for over ten years, HEAT have found a targeted, one point of contact model for fuel poverty and energy efficiency advice and assistance that works. The approach effectively improves take up of grants for energy efficiency measures and fuel poverty initiatives. The Liverpool Winter Survival Team project received funds to help target action in a coordinated manner, allowing for increased take up of both local and national grants.

## 6 The Footprint Trust Ltd

£99,000

The Footprint Trust promotes sustainable living linked to social action. The Isle of Wight has some of the most inadequately insulated homes in the country. Those in work are some of the lowest paid in England and many of the jobs are seasonal. Isle of Wight wards feature in the indices of poverty. The Trust received funding for its Energetic Fueline for

Families project which aims to train parents so that they can assist others in a similar position. Guidance will be given on how to save energy and signposting to allowances and other help available. Each home and family will have tailored guidance depending on the issues discovered.

## 7 Holme Wood Outreach Advice Service

£42,931

Holme Wood Outreach Advice Service received funds to employ a full time fuel poverty and income maximisation worker who will work with a range of vulnerable groups to provide referrals to relevant professionals in relation to fuel poverty to identify possible grant opportunities and to reduce fuel debt.

## 8 Energy Solutions North West London

£48,003

The organisation received funding to launch its pilot Energy Smart Fuel Rich scheme which aims to provide energy efficiency and financial management information, resources and support to young people and families who are fuel poor and inexperienced at managing a home. The project will also work with landlords to optimise energy efficiency, insulation and use of appliances.

# Projects funded during 2010

## 9 Starter Packs Dundee

£15,000

Starter Packs Dundee received funds to assist with its project in which volunteers in churches of all denominations in Dundee collect good quality goods, towels, bed-linen and curtains from their congregations. Donations are then sorted, reconditioned and organised into "starter packs" in response to referrals from around 30 agencies concerned with housing needy families and individuals in the Dundee area.

## 10 Community Council of Staffordshire

£64,346

The Community Council of Staffordshire received funding for its Rural Energy Advisers (REA) project. The scheme is aimed at providing support and advice to individuals and communities in rural locations to reduce fuel poverty through a variety of measures through promoting energy efficiency, signposting other support agencies and identifying and referring individuals in need of one to one advice and support.

## 11 New Park Village Tenant Management Co-operative

£24,414

New Park Village TMC's Front Door project provides energy efficiency advice to families living in maisonettes and flats on the New Park Village estate. Through a series of workshops and one-to-one sessions, individuals are able to gain information on reducing energy bills and keeping warm, in addition to checking whether they are in receipt of all benefits they are eligible to claim.

All participating maisonette tenants will also be fitted with a draught proof curtain and draught proofing materials around their front doors.

## 12 North Ayrshire Women's Aid

£84,203

The North Ayrshire Women's Aid received funding for its Staywarm project which seeks to empower women through

increased awareness of energy efficiency and income maximisation, thereby helping to ensure affordable and sustainable warmth for women and their families in refuge and when they are re-housed. The assistance provided will take the form of information, advocacy, practical and crisis support through a comprehensive one-to-one income maximisation service for women in refuge. Outreach services will also be offered incorporating budgeting advice, a benefits health check to maximise disposable income and advice on energy efficiency and effective management of fuel bills and energy suppliers.

## 13 Tameside African Refugee Association (TARA)

£91,286

The Tameside African Refugee Association received funding for its Benefits and Energy Advice for Refugees scheme which aims to help refugees in Tameside and Greater Manchester by addressing fuel poverty and helping vulnerable refugee families with young children to access benefits and energy saving advice and support.

## 14 Pakistan Advice and Community Association

£6,540

The Pakistan Advice and Community Association received funds for its Energise initiative which aims to provide information, advice and guidance to help vulnerable people to reduce their energy bills, maximise their income and access support related to domestic energy use.

## 15 Action for Refugees in Lewisham

£26,619

Action for Refugees in Lewisham received funds for its Energy Efficient Support project which will employ an advice worker who will identify and advise those struggling to meet fuel costs and help manage their debts. The scheme will also undertake benefit checks to maximise income with regards to grant aided fuel efficiency measures and behavioural changes to help people control their energy use.

## 16 Involve Northwest

£46,375

Involve Northwest received funds for its Energy Awareness To Your Door project which will appoint an Energy Awareness Project Officer to provide specialised advice to those affected by fuel poverty. The main aims of the project are to raise awareness amongst the general public about healthier, warmer homes and lower fuel bills, to provide access to clear, appropriate and impartial information and advice related to fuel poverty and to improve the energy efficiency of housing to achieve affordable warmth.

## 17 Strood Community Project

£84,576

The Strood Community Project, Strood Action on Fuel Poverty received funding to help it address the problem of debt through overcoming fuel poverty by offering energy saving advice to prevent or reduce debt and support for those who want to manage their debt. The project aims to help residents recognise the importance of saving energy and how it can be incorporated within their lives to reduce energy bills and debt.

## 18 East Ayrshire Carers Centre

£90,000

The East Ayrshire Carers Centre received funds for its Eliminating Poverty for NEET Young People project which will involve a specialist worker, trained in benefits and energy efficiency advice, to assist young carers who are considering moving out of the family home, in all aspects of income maximisation, energy efficiency and financial planning.

## 19 Lancaster District Home Energy Service

£51,800

The Lancaster District Home Energy Service received funding for its LESS (Local & Effective Sustainable Solutions) project which aims to establish a free Home Energy Service, available to all local residents, to reduce the number of people affected by fuel poverty and to enable

householders to improve the energy efficiency of their homes and claim grant and benefit entitlements.

### **20 West Lothian Credit Union Forum**

£90,792

West Lothian Credit Union Forum received funds for its Energy Advice Programme joint project with West Lothian Council Advice Shop and West Lothian Financial Inclusion Network (WLFIN) to help lift young people and families with young children out of fuel poverty. The Advice Shop has an energy advice service with a high level of expertise. Both are active in WLFIN, a partnership of over 60 local organisations involved in financial inclusion, and would use the network to promote the scheme and to identify people in need of energy advice.

### **21 West Wales Eco Centre**

£81,404

West Wales Eco Centre received funding for a Cosy Homes Advisor to provide household energy and information on heating systems and energy efficiency to those struggling with their energy bills. Those at risk will be identified through referral of existing frontline workers. Analysis of fuel costs, energy systems, tariffs and grants will ensure the vulnerable and infirm are able to heat their homes adequately and at a reasonable cost. A crisis fund will be used where no grant is available.

### **22 Centre for Sustainable Energy**

£89,106

The Centre for Sustainable Energy Warm Families project received funding to build on CSE's existing work in North Somerset, targeting vulnerable households by providing families and single parents in particular with support that integrates all effective fuel poverty interventions. The project is based on research around perspectives on fuel poverty and the key finding is that families with children, particularly single parents, struggle to pay fuel bills more than other low income

groups and often resort to turning their heat down or off in winter to save money.

### **23 Age Concern Blackpool and District**

£47,505

Age Concern Blackpool and District received funding for its Warmth for Well-Being project which seeks to employ two part-time advisors to provide an information and outreach service on energy efficiency issues, benefit health checks, income maximisation and referrals to grant schemes through a versatile and flexible approach.

### **24 Localise West Midlands**

£24,000

Localise West Midlands received funds for its Using a Green New Deal approach to Tackle Fuel Poverty research project which aims to find out how the fuel poor can benefit from pay-as-you-save and feed-in tariff schemes. The objectives are to conduct action research and make recommendations to key players with a view to tackling fuel poverty.

### **25 Festival Housing**

£60,900

The Festival Housing project aims to use funding received to employ an 'Active Energy Enabler (AAE)' for two years. This post will be different to other 'energy advisory' roles in a number of distinct ways. The AAE will commit to the resident until the problem is solved and will embark upon a comprehensive research project in partnership with the University of Worcester that will identify the best ways of helping move people out of fuel poverty.

### **26 Shap**

£79,621

Shap received funding for its Place of Your Own project which works with young people setting up a home for the first time and vulnerable households needing support, along with people in housing need or who are homeless. Funding will be used to expand the current scheme to cater for increasing levels of demand. The

project introduces young people aged 16 to 30 to the reality of living independently and covers all elements of household management with an emphasis on fuel management and energy efficiency.

### **27 Renewable Energy Foundation**

£79,000

The REF project received funding to research The Direct & Indirect Effects of Current & Future Energy Policy on Consumers and its Implications for Alleviating & Preventing Fuel Poverty. The research aims to identify and examine effects of extensive costs associated with UK and EU energy policy, with a view to formulating some concrete policy proposals to tackle the growing incidence of fuel poverty.

### **28 Irwell Valley Housing Association**

£24,000

The Irwell Valley Association received funding to raise energy efficiency awareness and combat fuel poverty for vulnerable individuals and families within Greater Manchester. The project aims to minimise fuel poverty for the most vulnerable residents, through a number of measures including: the Evergreen prepayment bond fund which provides deposits to residents to switch energy suppliers away from prepayment meters; home starter kits for many new residents setting up home for the first time; education leaflets; debt advice surgeries and switch on events to promote energy efficiency and highlight best practice to residents.

### **29 Wakefield District PCT plus partners**

£50,000

Wakefield District PCT received funding for its West Yorkshire Hotspots project, a partnership referral scheme whereby frontline workers from a range of organisations assist vulnerable and hard to reach households, primarily to provide energy efficiency assistance and advice, income maximisation and home safety services.

# Meet the trustees



**Hammy Smillie,**  
MBE (Chair 2005 –  
Jan 2011)

With nearly four decades of experience in the electricity supply sector, latterly as Business and Community Relations Director with ScottishPower, and appointment to several charity sector positions following his retirement in 2004, Hammy is passionate about social justice and ending fuel poverty in particular.

In addition to his role with the Trust, Hammy is a Trustee of Age Scotland. He received the MBE in Her Majesty The Queen's New Year Honours 2000 for his service to ScottishPower and the community.



**Norman Kerr**  
Chair from Jan 2011

Norman has been Director of the fuel poverty charity Energy Action Scotland since April 2005 and has been involved in fuel poverty and energy efficiency campaigns for over 27 years.

He joined Energy Action Scotland as Deputy Director in 1996, following 12 years with Heatwise Glasgow, where he was responsible for delivering energy efficiency programmes.

Norman leads the Energy Action Scotland team that advises the Scottish Government on fuel poverty, local housing and home energy conservation strategies. He sits on the Scottish Government's Fuel Poverty

Forum, is a Trustee of the Aberdeen Heat and Power Company and is a member of NEA's Executive Board.



**Ann Loughrey**  
Company Secretary

Currently Head of Corporate Social Responsibility at ScottishPower, Ann has played a prominent role in fuel poverty and energy efficiency campaigns for 23 years. She was Director of Energy Action Scotland for 12 years and previously Commercial Manager at Heatwise Dumbarton, before joining ScottishPower in 2005.

Ann was instrumental in establishing the ScottishPower Energy People Trust in her previous role as Head of External Business and Community Relations. She has served on the board of National Energy Action and the ScottishPower Green Energy Trust. Currently she sits on the Scottish Government's Fuel Poverty Forum and Ofgem's Social Action Strategy Group.



**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.



**Joan Fraser**

Joan is currently Chair of Scotland Yard Adventure Centre, which provides adventure play for children with additional support needs, a member of the Board of Edinburgh Voluntary Organisations Council, Chair of the Edinburgh Network of Voluntary Organisations for Children, Young People and Families, a non-executive board member of NHS Health Scotland and a member of the visiting committee for Polmont Young Offenders Institution.

She is a former Scottish Government official with a strong background in health, education and social policy. Joan has considerable experience in the charity sector and a particular interest in support for disadvantaged young people. She also served for two years as interim Chief Executive of YouthLink Scotland.



**Neil Hartwell**

Neil Hartwell has been a Trustee of The ScottishPower Energy People Trust since the charity was established in 2005.

He worked with fuel poverty charity National Energy Action's ten regional

*"We'd like to say a big thank you to The ScottishPower Energy People Trust – without its funding we wouldn't have been able to help as many people with this project. We were also able to help those who would normally have slipped through the net."*

**Michael Carr, Project Manager of Ayr Lochside Community Energy Project**

offices in England and Wales for seven years, bringing together local authority, energy sector and other partners to reduce fuel poverty. More recently he has served as a trustee of other charities in Cornwall working for energy efficiency and fuel poverty.

A trained psychologist, researcher and designer, Neil has worked in the steel and manufacturing industries in London and Northern England. He has worked at board level for several organisations and charities and in other roles encompassing Finance, IT and Human Resources.



**Dr Bill Sheldrick**

Bill developed a strong interest in energy issues 30 years ago, through academic work, community initiatives and a local Right to Fuel

campaign group. In 1987 he led Heatwise Glasgow's Jobs and Energy project, and subsequently became the organisation's Research and Development Manager. In 1994, he established 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 Building Research Establishment working group on fuel poverty methodology.

Bill is an assessor, trainer and examiner for the National Home Energy Rating scheme. He currently runs courses on energy labelling, renewables and energy surveying.



The Trustees are pictured at a 2010 meeting.



**Helen Walker**  
Income Generation and Marketing Manager

Helen Walker is Fundraising and Sponsorship Manager for fuel poverty charity, National Energy Action,

managing NEA's Fundraising team and coordinating fundraising activities.

Prior to joining NEA, she worked as a Policy Officer at the North East Assembly, evaluating the effectiveness of the Regional Development Agency in delivering economic strategy. Helen's knowledge combines fuel poverty and energy policy with health, housing and wider social issues.

An Honours Graduate in Sociology and Social Policy from the University of Newcastle, Helen joined NEA in 2004, as a research assistant, supporting the charity's Policy and Research team before her appointment as Fundraising and Business Liaison Officer in 2005.



Visit our new re-vamped website at [www.energypeopletrust.com](http://www.energypeopletrust.com) for funding information and to see some of the projects the Trust has helped.

*"G.Heat has been a great success so far. We've already visited over 400 homes and helped reduce people's fuel bills as well as providing energy advice. We are very grateful to The ScottishPower Energy People Trust as funding given to G.Heat enables us to help a range and greater number of people than we would have otherwise been able to reach."*  
**Billy Sloan, Assistant Director of Delivery at the Wise Group**

# Summary of Accounts 2010

During the financial period since inception, ScottishPower has contributed in excess of £8.6 million to the Trust.

## Summary of our financial performance during 2010

### Financial outturn for year

The charity's income for the period amounted to £293,796. The charity paid out £1,646,636 in grants and had a deficit of £1,406,301. Unrestricted reserves at the period end were £2,549,360 of which £1,733,614 was held in a designated fund for future grants that have been approved. The Trust's expenditure exceeded income by £1,406,301 in the financial year. This was due to the charity receiving a grant of £1,227,063 at the end of 2009, which was subsequently spent in 2010.

### Principal Funding Sources

During the financial period since inception, ScottishPower has contributed in excess of £8.6 million to the Trust. The Trust is committed to exploring additional funding routes as outlined in more detail below.

### Investment Policy

Aside from retaining a prudent amount in reserves each period, most of the charity's funds are to be spent in the short term so there are few funds for long term investment. The Trustees have noted their intention to review the banking arrangements on an ongoing basis, thereby ensuring maximum returns for the Trust as far as possible. Trustees ask the Treasurer to consider the best banking option for trust funds in the current economic climate and this is kept under review and discussed at Trustee meetings.

### Reserves Policy

The reserves are needed to meet the working capital requirements of the Trust and the Trustees remain confident that the current level of reserves is sufficient to allow the continued activity of the Trust through 2010. The charity currently has a designated grants reserve of £1,733,614 (2009: £1,726,790) to pay grants that have been approved and are to be paid in future years subject to conditions being met. The charity currently has a general reserve of £815,746. The current surplus held by the Trust will continue to be awarded to worthwhile projects consistent with the Trust strategy. Similarly, as outlined below, discussions will continue with all parties in an effort to secure additional funding as the period develops.

## The ScottishPower Energy People Trust Fund Financials

### 2010 YEAR-END

#### WHERE THE MONEY COMES FROM

Voluntary income	£285,090
Investment income	£8,706

<b>Total</b>	<b>£293,796</b>
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#### WHERE THE MONEY GOES

Charitable activities	£1,646,636
Costs of generating voluntary income	£49,917
Governance costs	£3,544

<b>Total</b>	<b>£1,700,097</b>
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### BALANCE SHEET AS AT 31 DECEMBER 2010

#### Current Assets

Cash at bank and in hand	£2,633,664
Debtors	£3,450

#### Current Liabilities

Creditors: amounts falling due within one year	£87,754
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<b>Net Current Assets</b>	<b>2,549,360</b>
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In the period to 31 December 2010 the Trust made 77 grants of between £300 and £68,000 to charitable organisations.

# How to apply



## **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. These include, but are not limited to, childrens' charities, local community groups, support organisations, housing associations and local authorities.

## **What type of projects are eligible?**

**Crisis funding:** Women and children needing emergency accommodations and vulnerable young people setting up their first home.

## **Benefit health checks or income maximisation:**

Helping households that are not claiming all the benefits to which they are entitled; or are not eligible for current government grants or funding because they do not 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 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](http://www.energypeopletrust.co.uk)  
For application enquiries please e-mail: [SPEnergyPeopleTrust@ScottishPower.com](mailto:SPEnergyPeopleTrust@ScottishPower.com)

The ScottishPower Energy People Trust  
Cathcart Business Park,  
Spean Street  
Cathcart  
Glasgow  
G44 4BE



The ScottishPower Energy People Trust team are here to help: Pictured are Kirsteen Lappin, Angela Martin, Irene Murdoch and Carol Dunne.

## Contact us

Our contact details are:

**The ScottishPower Energy People Trust**  
Cathcart Business Park  
Spean Street  
Glasgow, G44 4BE

Tel: 0141 568 2000

For more information on the Trust and/or to apply online, visit: [www.energypeopletrust.com](http://www.energypeopletrust.com)

For any application enquiries, please email: [enquiries@energypeopletrust.co.uk](mailto:enquiries@energypeopletrust.co.uk)

**ScottishPower Energy Retail Ltd**  
Registered Office  
1 Atlantic Quay  
Glasgow, G2 8SP



*The ScottishPower*  
**Energy People Trust**

*Supporting Communities*

[www.energypeopletrust.com](http://www.energypeopletrust.com)

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The ScottishPower Energy People Trust is a Scottish Charity (SC0036980) registered in the books of Council and Session in November 2005.

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