



The ScottishPower
Energy People Trust

Supporting Communities

Annual Report 2007



A year of continued success for The ScottishPower Energy People Trust

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The ScottishPower Energy People Trust was set up in November 2005 to help tackle fuel poverty.

It provides grants to not-for-profit organisations who can identify people living in fuel poverty and target funds to help those most in need.

Since the launch of the ScottishPower Energy People Trust two years ago, ScottishPower has quadrupled its level of funding to £4million.

By the end of 2007 the Trust had awarded £3.27 million to 82 projects, helping more than 206,000 individuals across Britain.

Reports published by the UK and Scottish Governments suggest the number of households living in fuel poverty – spending 10% or more of their income on home energy – is around 2.9 million.

However, National Energy Action estimates the figure to be nearer 4.5 million – with fuel poverty affecting nearly one in five British households.

Fuel poverty happens when people on low incomes live in poor housing that is hard to heat and keep warm. It is also influenced by the cost of fuel.

The UK and Scottish Governments have strategies to gradually eliminate fuel poverty, but energy companies are playing their part too, through

We've committed **£3.27M** to **82** projects in the UK, helping **206,000** individuals to better cope with the impact of fuel poverty



On the cover: Pictured at Holyrood with some of our Trustees and projects we helped in our first year are, front from left, Ann Loughrey, Head of Corporate Social Responsibility, ScottishPower and Secretary of the Trust; José Luis del Valle, Chief Executive; and Willie MacDiarmid, Director, Energy Retail, ScottishPower – see page six

energy efficiency programmes, social tariffs and independently administered charities, such as the ScottishPower Energy People Trust.

The ScottishPower Energy People Trust offers four categories of funding:

- **Crisis funding** – 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** – funding projects to make the homes of those in fuel poverty more energy 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.

This report provides a summary of the ScottishPower Energy People Trust's progress to 31st December 2007.

For the latest information on the Trust's activities visit: www.energypeopletrust.co.uk

ScottishPower has quadrupled its level of funding to £4million



The ScottishPower Energy People Trust made good progress during 2007, awarding more than £1.4 million to 31 projects from January to December.

We encourage applications from all parts of Britain and supported 14 projects in Scotland and 17 in England during the 12 months, benefiting 132,000 people in more than 42,000 households.

There is no doubt the 82 projects funded by the Trust since its inception in 2005 have increased the levels of warmth, comfort and well-being for thousands of people – many of them children – but fuel poverty continues to be one of the key social issues in Britain today.

Rising energy prices, globally and locally, have not only had

Our help is more vital than ever

**CHAIRMAN'S
MESSAGE**
by Hammy
Smillie MBE

*Warming up:
ScottishPower
Energy People
Trust chairman
Hammy Smillie
(centre) with
Joanne Carr
(SMILE) and
David Connor
(Newcastle
Warm Zone)*

an impact on gas and electricity bills, but also on vehicle fuel and food prices. With comfortably-off “middle Britain” feeling the pinch, already hard-up households are struggling desperately to make ends meet.

Energy prices are forecast to rise again during 2008 – and adding in other factors, such as the abolition of the 10p tax band, many more households will be nudged into fuel poverty by the end of the year.

That is why the work of the ScottishPower Energy People Trust is so vital.

As we support projects run by not-for-profit organisations working in the heart of communities, we can be sure the funding we provide is put to

the best possible use in helping the people who need it most.

While there will always be a need for crisis funding, we are committed to delivering enduring solutions to fuel poverty.

This means every project that receives money from the Trust will provide advice on energy efficiency – helping people to use less energy and reduce their fuel bills in the long term.

During the last two years we have helped around 206,000 individuals. But we cannot work in a vacuum. In the year ahead we will continue our dialogue with local and national government, housing providers and the voluntary sector, with the long-term objectives of wiping out fuel poverty.



“Ensuring access to help is a key issue we are trying to address”

Working in partnership with others is a key part of our approach – and this is delivering real and lasting benefits to thousands of people living in fuel poverty.

With around £9 billion in benefits going unclaimed every year, according to Government figures, income maximisation projects, that help people receive the financial support they are entitled to, are especially important.

In Gateshead and Newcastle Warm Zones, where ScottishPower is the energy partner, every £1 from the Trust has helped households secure an additional £20 in benefits.

To date, that amounts to nearly £500,000 of extra income for deprived families.

We are funding a further 21 income maximisation projects throughout Britain and these, combined with practical help on energy efficiency, will deliver a substantial amount of cash to thousands of Britain’s most hard-up households this year, helping around 118,000 people.

Many of the projects we fund involve helping families where parents have had to give up work to care for sick or disabled children. Fuel poverty has the



Big benefits of partnership

Meeting the people who matter: Ann (above) with Dundee Anti Poverty Forum and (right) at the Quarriers’ project launch

COMPANY SECRETARY’S REPORT
by Ann Loughrey

greatest effect on these families, along with the elderly and disabled who spend more time at home and need to have the heating on for longer.

Ensuring access to help is another key issue we are trying to address. Several of the projects we have funded are focusing on “hard to reach” households, including senior citizens and also ethnic minority groups, where language barriers may present a problem.

We were also delighted to fund a project worker at the Deaf Advice Centre in Sheffield, to give energy

and money management advice in sign language, as deaf people are often excluded from these types of advisory services.

Other projects we have funded are helping first-time tenants, including homeless people, ex offenders or former substance abusers, to set up home, manage their money and

avoid debt, making the transition to responsible, independent living.





approach

Many more projects are devoted to providing energy efficiency advice, home insulation, heating systems and repairs, especially for young families and elderly people.

We were pleased the work of the Trust was recognised for best practice in Ofgem's Review of Suppliers' Voluntary Initiatives to Help Vulnerable Customers in August and by politicians, including Scotland's Deputy First Minister, Nicola Sturgeon, when we visited Holyrood during the year.

We hope that despite volatile energy prices, the work of the Trust, along with ScottishPower's energy efficiency programmes and a new social tariff being launched in 2008, will help to lift many more people out of fuel poverty in the year ahead.

Summary of our financial performance during 2007

The Trust's income for the period to 31st December 2007 was £1,213,536.

The charity paid out £1,012,252 in grants and had a surplus of £133,007.

Restricted income of £79,331 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 and auditor fees and costs linked to the strategic

FINANCIAL SUMMARY by Douglas McLaren, Treasurer

management of the charity.

Unrestricted reserves carried forward were £1,865,749, of which £946,326 was held in a designated fund for future grants that have been approved.

During the financial period since inception, ScottishPower has contributed in excess of £4million to the Trust.

In 2007, the ScottishPower Energy People Trust awarded almost £1.45m to 31 projects, helping over 132,000 individuals in around 42,000 households.

At December 2007, the Trust had awarded over £3.27m to 82 projects, helping 85,000 households and some 206,000 individuals across Britain.

The Trust continues to be funded by ScottishPower and an online donation facility has been set up on the Trust's website – www.energypeopletrust.co.uk – to enable individuals to make donations.

Last year the Trust benefited from several thousand pounds donated through employee fund-raising. The Trustees are very grateful to all those people who have assisted.

Additional funding of £280,000 from ScottishPower initiatives has been identified and will be donated to the Trust shortly.

The Trustees remain confident the current level of reserves is sufficient to allow continued activity of the Trust through 2008. Discussions to secure future funding will continue.

WHERE THE MONEY COMES FROM

Voluntary income from SP	£1,096,907
Investment income	£116,629
SP donation to cover running costs	£79,331
Total:	£1,292,867

WHERE THE MONEY GOES

Charitable activities	£1,012,252
Cost of generating funds	£63,848
Governance costs	£4,429
Total:	£1,080,529

BALANCE SHEET AT 31 DEC 2007

Current Assets	
Cash at bank and in hand	£2,125,424
Current liabilities	
Creditors: amounts falling due within one year	£259,675
Net Current Assets:	£1,865,749



Going from strength to strength

Scotland's Deputy First Minister, Nicola Sturgeon has welcomed the work of the ScottishPower Energy People Trust in fighting fuel poverty.

She was speaking at a special event at Holyrood to celebrate successful projects that have received financial assistance from the Trust since it was established in 2005.

ScottishPower announced at the event, in June 2007, it was to quadruple its investment to £4million in the Trust.

Ms Sturgeon met some of the charities and individuals who have benefited as a result of projects funded in the first year of the Trust's operation.

She said: "It's encouraging to see energy companies like ScottishPower recognise that there are many families and vulnerable people suffering from fuel poverty in this country and addressing the issue through a charity like the the ScottishPower Energy People Trust.

"Offering financial assistance to organisations, and in turn individuals, is a very important step in alleviating fuel poverty.

"Events like this are important for raising awareness of the impact the funding has made to these organisations.

"It is great to see what they have been able to do and how many vulnerable people have been assisted."

The increased funding announcement was made by ScottishPower's Chief



Warm welcome: Deputy First Minister Nicola Sturgeon (left) with José Luis del Valle and Ann Loughrey

Celebrating our first year's successes

Executive José Luis del Valle, who met Ms Sturgeon and MSPs. He said: "With a total of £4million now invested, the Trust can support even more organisations set up to help vulnerable people who are living in fuel poverty."

Ann Loughrey, Head of Corporate Responsibility for ScottishPower and The Energy People Trust's Company Secretary, said the initiative was helping

support valuable work.

She explained: "We launched the Trust with an initial investment of £1million to assist organisations that help some of society's most vulnerable people.

"We have supported projects that are doing some fantastic work with children and young people, families and the elderly.

"Over two million households across the UK suffer from fuel poverty which brings misery to the lives of those affected."

"It is great to see what has been done and how many vulnerable people have been assisted"





A round up of projects funded by the Trust that are now complete:

RSABI

In Scotland, rural areas suffer particularly high levels of fuel poverty.

This is often because farm cottages are hard to heat and insulate, wages in the agricultural sector tend to be low and fuel choice can be limited, as houses may not be connected to the gas grid.

The Trust provided a £15,000 grant for RSABI to establish the RSABI Fuel Poverty Fund, for those dependent on the land who are suffering financial hardship following a reduction in their income due to unpredictable environmental or market events.

During the period of funding, from August 2006 to July 2007, the RSABI Fuel Poverty Fund helped 83 households out of fuel poverty. In addition, the project helped improve income in 15 households, securing £650 per week in additional benefits, £9,000 in arrears payments and £1,400 in grants from other charities. In several cases, opportunities to secure funding for central heating and improved home insulation were also pursued.

In June 2007, RSABI was successful in securing a further £34,500 from the Trust.

RHYL AND DISTRICT WOMEN'S AID

The Trust provided £2,000 funding to cover gas and electricity costs at a four-bedroom women's refuge and outreach office.

Over the one-year period of the funding, 28 women and 27 children were helped by the refuge, which provides support, information, re-settlement and outreach help to women who are physically or mentally abused by their partners.

LOTHIAN INCOME MAXIMISATION PROJECT

A project to maximise household income for families who have children with special needs exceeded its targets by more than 70%.

The Action Group (Lothian Income Maximisation Project for Families with Children with Special Needs) received a grant of £24,585 to recruit a full-time advisor to work with 48 families.

During the project, 132 visits were made to 48 households and additional income of £172,008 was secured – smashing the original target of £100,000.

Financial management plans were drawn up for eight families in debt and talks to raise awareness of the link between fuel poverty and disability were given to a range of caring professionals and at five parents' evenings at special schools.



Partnership approach to stamp out fuel poverty

North Staffordshire Warm Zone, launched in January 2007, has already helped to improve the lives of thousands of residents in the region.

The programme is supported by ScottishPower, as the energy partner, while the ScottishPower Energy People Trust provides additional funding for a specially-trained benefits adviser.

The Benefits team is a valuable resource in itself. Over the life of the zone, more than 10,000 households will benefit from this service and over a million pounds of additional income will be achieved.

William Gillis, Chief Executive of Warm Zones Ltd, said: "Warm Zones Ltd has an active role to play in the eradication of fuel poverty – but success can only be achieved by working in partnership with committed and enthusiastic delivery organisations. The benefits

checking facility in North Staffordshire Warm Zone has already identified nearly £320,000 in new or additional benefits to residents in the area.

"This has made a significant improvement to many homes, with the average annual

increase to each home being about £3,245.

"As a direct result of the partnership it is anticipated that the Scheme will generate over £1million in additional benefits for local residents."

Over and above the benefits advice, more than 5,000 physical improvements, such as cavity wall insulation, loft and tank insulation, draught-proofing and energy efficient heating systems, have been installed in local houses.

These measures, along with energy efficiency advice, should realise a saving of nearly £5million in energy costs in the areas that have been helped during the project's first year.

"We have already identified nearly £320,000 in new benefits"



INCOME MAXIMISATION

Granton's grant

Granton Information Centre celebrated new Trust funding of over £30,000 for their programme to address fuel poverty in north Edinburgh.

It's the second year of funding for the Centre, who arrange and promote income maximisation, financial health checks and promote energy efficiency awareness. The new cash means the project will be able to assist a further 350 people.

Energy surveys

Caithness Energy Advice Project aims to carry out energy surveys for around 2,000 vulnerable people in the north of Scotland.

The research project received Trust funding of nearly £90,000 to take on staff for the work.

Advice on energy efficiency and grants will also be offered while the project will look at ways to improve the design of local homes.

Rainy day cash

King George Bootle Community Credit Union in Liverpool has received over £58,000 to help tackle the financial exclusion faced by many in the local area.

The Trust payment will be used to develop ways of encouraging regular saving, provide access to services run by third parties, such as Warm Front, and generally build confidence in the local community through increasing income.

Newcastle-based National Energy Action (NEA) was granted over

£50,000 from the Trust to fund the SMILE project – Supporting More Independent Lives Everywhere – which gives free advice on fuel poverty to those in need.

The funding has enabled the SMILE project to provide 40 training sessions for workers in schemes like the SureStart programme – the Government initiative that aims to achieve better outcomes for children, parents and communities in England.

The training sessions were aimed at staff 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.

Reporting on the progress of the initiative at a meeting with Trustees, Denise Howell of NEA, said: "Feedback from nearly 300 delegates who attended 31 training sessions showed that these people have access to 12,675 clients between them each week and would pass the information they gained during training onto 8,205 of those clients and a further 2,912 people, such as colleagues, friends and family.

"With the generous grant from the ScottishPower Energy People Trust, these training sessions will allow workers from SureStart and other community initiatives to identify families who are suffering from fuel poverty and are in need of assistance."

Representatives from Newcastle Warm Zone also gave Trustees an update on



We've lots to

Newcastle families reclaim £500,000 worth of benefits

their benefits advice and active claim support projects at the same meeting.

The Warm Zone received funding of almost £50,000 to carry out a comprehensive benefits advice service, as well as providing advice on income maximisation to vulnerable residents in the Newcastle area.

A Benefits Advisor was recruited using the funding and has a special responsibility to deliver the service to households living in fuel poverty that include children under 16.

David Connor, Newcastle

"SMILE has been a major success – we're very grateful to the Trust"



SMILE about

Warm Zone Director, said: "In the past year alone, the benefits' advisor, supported by the Energy People Trust, has been working closely with families who are living in or near fuel poverty.

"They have been helped to claim almost half a million pounds worth of benefits they are entitled to, which exceeds our first year target.

"In recent months, we have secured more substantial grants for vulnerable homes across Newcastle and the project is on track to be a great success.

"We are very grateful for the funding provided from the Trust.

"Our figures prove it is already making a major difference in tackling fuel poverty across Newcastle."

SMILE please:
front, from left, Joanne Carr (SMILE), Ann Loughrey (The Energy People Trust), David Connor (Newcastle Warm Zone). Back, from left, Joan Fraser, Neil Hartwell, Ken Gibb and Hammy Smillie (all The Energy People Trust)

Eradicating fuel poverty is top of the agenda for the Princess Royal Trust, East Ayrshire Carers Centre.

Their Eliminating Poverty Project has received £80,000 from the ScottishPower Energy People Trust to carry out benefit health checks and income maximisation to families registered at the centre.

Nearly 500 households in East Ayrshire, from Lugton to Dalmellington, will benefit during the life of the scheme.

Jane Smith, Centre Manager of The Princess Royal Trust, East Ayrshire Carers Centre, said: "The Trust funding will provide significant assistance to young carers and adult carers, and the family members whose lives are affected by their caring responsibilities.

"The work of a carer is obviously a very important role but it can be difficult to secure funding to assist them.

"The Trust's donation will open many gates for East Ayrshire Carers Centre and we are looking forward to the positive impact it will create."

A lifeline for people who care so much

The centre provides help, support and information to those caring for relatives, friends or neighbours who otherwise may be unable to manage themselves.

The Eliminating Poverty Project offers specific training and education in areas such as money management.

This is aimed at enabling carers to manage their finances on an ongoing basis, identifying and supporting new carers and supporting families in a crisis situation, such as fuel arrears, debt and eviction.

Ann Loughrey, Head of Corporate Responsibility for ScottishPower's and Company Secretary of the Trust, said: "Being able to manage finances successfully will make a huge difference to vulnerable people in East Ayrshire. In the long term, the advice will help prevent fuel poverty."



It's a snip: from left, East Ayrshire Provost Stephanie Young, Councillor Kathy Morrice and Jane Smith, Manager of East Ayrshire Carers Centre



ENERGY EFFICIENCY



Action time: Ann Loughrey (second right) meets Dundee team members, from left, Ginny Lawson, Harvey Duke, Brian Gordon and Karen Shepherd

Dundee Anti-Poverty Forum received a grant of almost £33,000 to help low-income households make the most of their benefit entitlement.

The Dundee Family Support Project has used the funding to establish an advice service for families to help them negotiate the benefits' maze.

The funding also allowed the project to employ a part-time officer who will help families or individuals referred by two other services – Kiddie Kare and the Health Visitor – to maximise their income.

The worker's role is also to refer them on to other beneficial services, such as health advice, fuel poverty and

“We work with families who miss out on benefits”

Forum tackles benefit maze

energy awareness.

Overall, the Dundee Family Support Project hopes to assist 500 Tayside households.

Jim Milne, Project Leader at Dundee Anti Poverty Forum, said: “The funding provided by the ScottishPower Energy People Trust has enabled us to recruit a part-time worker who will work directly with families missing out on benefits.

“Government figures show that more than £9billion worth of benefits goes unclaimed every year.

“It proves that families and individuals need assistance to make them aware of what they're entitled to – which is where the Dundee Family Support Project comes in.”

Benefits of a strong alliance

The Energy Awareness Campaign in Tranmere received over £10,000 in Trust funding for its income maximisation project.

Managed by the Tranmere Alliance, the scheme aims to assist 1,500 individuals who are at risk of fuel poverty. Project workers are helping raise awareness of energy efficiency grants and advice available while tackling clients' energy debts – both through home visits or calls to a telephone hotline.

Trust project will help shape future services on fuel poverty

Around 2,000 Blackpool households are benefiting from Project Counter Attack, a new initiative designed to improve warmth in the home.

The project, set up by Blackpool Council working with Blackpool Primary Care Trust and Blackpool's Care & Repair agency, was launched in February 2007 by Councillor Fred Jackson, Cabinet Member for the Urban Environment

Project Counter Attack aims to identify people suffering from cold-related illness that is exacerbated by inadequate heating or insulation in the home. It is





investigating the barriers that may prevent people from accessing the services and benefits to which they are entitled.

Information gleaned in the project will help shape future services.

Additionally people in the survey will be given direct help to access services available to improve their home's warmth.

Councillor Jackson was joined at the launch by colleagues representing local health, social care, education and housing providers.

He said: "We were absolutely delighted to receive £95,000 funding for the project from the ScottishPower Energy People Trust.

"It will enable us to help around 2,000 vulnerable households that suffer from poor health which is exacerbated by their living conditions.

"We will also be focusing our attentions on investigating what the barriers are for people in trying to access the services which they are eligible for.

"This project will see us speaking to health and social care professionals, visiting doctor's surgeries and group practices as well as Sure Start, Children's Centre's and local schools for referrals."

Ann Loughrey, ScottishPower's Head of Corporate Responsibility and The ScottishPower Energy People Trust's Company Secretary, said: "Project Counter Attack is exactly the kind of initiative we are keen to support as it is aimed at helping vulnerable residents keep their homes warm and dry.

"We are delighted to have been able to assist people living in the Blackpool area and help the community by funding this very worthy scheme."

"We will be able to help 2,000 households who suffer poor health"

Breaking down the barriers: Ann Loughrey joins Blackpool councillors and project workers for the official launch of Counter Attack



Value of hands on approach

The Hands On Project in East Kilbride tackles isolation, loneliness and fuel poverty among older people.

The project received more than £7,000 from the Trust to train up 10 volunteers for its befriending and handyperson service.

The volunteers have learned how to implement basic energy efficiency and insulation measures and gained skills to provide advice on energy tariffs and grant assistance.

About 270 elderly, disabled, housebound and infirm people in the East Kilbride area, who are most at risk from fuel poverty, were expected to benefit from the year-long scheme.

Vital help for deaf services

The Deaf Advice Service in Sheffield received a grant of £33,866.

The money will be used to provide a dedicated part-time Advice Worker to raise awareness of energy efficiency and provide a comprehensive income maximisation service in British Sign Language.

The project will run for two years and provide a much-needed service to a client group who are usually excluded from this kind of service due to communication barriers.

Around 95% of the Deaf Advice Service's clients are in receipt of welfare benefits and living on the poverty line.



ENERGY EFFICIENCY

Cheaper bills, warm homes

Vulnerable people in the Vale of Glamorgan are enjoying cosier homes and cheaper bills thanks to The Energy People Trust.

The Health Through Warmth Crisis Fund run by the Vale of Glamorgan Council received £25,000 in our 2006 awards, for work that ran throughout 2007.

The grant is helping local people, particularly those with long-term illnesses, to improve energy efficiency and insulation in their homes.

Key workers such as social workers and health visitors have been trained to identify those in special need.

The project also operates a crisis fund for people with health conditions who don't qualify for other assistance.

Fund co-ordinator Hannah Jones, said: "We are identifying and assisting many vulnerable residents and helping them become more efficient with their energy usage. This should reduce the number of people living in fuel poverty."



Bright lights: Hannah (right) and Anne Benson of ScottishPower



Handing POWER to the people

Switched on: Members of Powys Economic Rescue with some of the low-energy light bulbs

POWER (Powys Economic Rescue), a county-wide project based in

Machynlleth, benefited from over £12,000 of funding from the ScottishPower Energy People Trust in 2006, for work that ran through 2007.

The Trust also donated 50 energy efficient light bulbs to the project, part of the Canolfan Cynghori Bro Ddyfi Advice Centre.

POWER aims to reduce fuel poverty by maximising the incomes of around 400 households, ensuring people receive all the benefits and other forms of assistance they are entitled to.

The grant has funded a project worker who will provide regular benefit check sessions to help those people not presently claiming their benefits to make applications.

The worker will advise on ways to reduce utility bills by saving energy and money advice to help people budget their incomes, reducing the likelihood of fuel poverty.

With the funding, POWER is also organising outreach sessions at various locations, in conjunction with other groups, such as Age Concern.

Gordon Hughes, Specialist Money Advice Case Worker, said: "The funding provided by the ScottishPower Energy People Trust will bring hope to hundreds of residents across Powys.

"We are very grateful for the funding and additional energy saving light bulbs, which we are giving out during the outreach sessions.

"Over the long-term, we hope that the people of Powys will make use of the advice we will be offering through POWER therefore steering clear of fuel poverty."

"We hope the people of Powys will make use of the advice we will offer"



Onthank's birthday

An Ayrshire community celebrated the first birthday of the Onthank Energy Project in January 2008.

This partnership project, founded with a £105,000 Trust donation, offers needy local people free insulation and energy advice and income maximisation. The scheme is on course to improve around 400 homes.

Advice for elderly

The Safe and Warm Homes project was given £30,000 to deliver energy efficiency advice to 240 elderly and vulnerable people in Trafford, Manchester.

Experts visit people's homes to provide guidance, including income maximisation checks and practical assistance to make appropriate benefit applications.

Affordable warmth

Bolton Council received a grant worth £70,000 to help 200 people escape the fuel poverty trap through its Affordable Warmth: Community Training Scheme.

The scheme trains vulnerable people to address the causes of fuel poverty and distributes Energy Saver Packs containing low-energy light bulbs and standby plugs.

Dundee residents are being invited to tour a model home that helps to raise awareness of energy efficiency.

Claverhouse Group used funding of more than £27,000 from the ScottishPower Energy People Trust to transform part of their office accommodation into a showhome for energy awareness education.

They have developed a training centre modelled on a typical domestic flat where all appliances are attached to meters that highlight power usage levels.

The project, named the Home Energy Efficiency Centre, should assist 300 people living in the Dundee area who are enrolled on a training and employment initiative under New Deal.

Dundee-based Claverhouse Group is a voluntary sector organisation that strives to provide services which are of benefit to the community.

With charitable status, the not-for-profit organisation works closely with unemployed adults and low-income households.

In the past 10 years the company has helped 5,000 people find employment.

Clients of Claverhouse will be

"The Trust funds allowed us to develop a new training centre"

Dundee 'home' is designed to spread energy message



Educating about energy:
Ann Loughrey with Alastair Cameron, joint Chief Executive of Claverhouse Group, and his colleagues

able to access this new training centre and seek advice on energy efficiency. The Trust funding will also be used to employ a training and development officer to assist clients as they tour the centre.

Alastair Cameron, joint Chief Executive of Claverhouse Group, said: "We are delighted with the funding provided by the Trust.

"It allowed us to develop a brand new training centre to raise awareness of how to be efficient with energy.

"We plan to offer advice and practical help in energy efficiency, incorporated into the client's training plan as part of our broad strategy and remit to change lifestyles and address poverty."

Ann Loughrey, The Energy People Trust's Company Secretary, said: "Many people are unsure how to save energy.

"With our financial help, Claverhouse Group are offering helpful advice, helping eradicate fuel poverty in the long run."



Quarriers used a £9,025 grant to train 65 staff to promote energy efficiency among the disadvantaged groups the charity works with.

The year-long project reached 750 people, including those with disabilities, young people facing homelessness and families experiencing poverty and exclusion.

Now complete, the project achieved its aim of helping vulnerable people to conserve power and save money.

Quarriers Policy Manager Kate Sanford said: "We are confident the project has achieved its objectives – to give the people we support knowledge and understanding about energy conservation in their own homes, so that they can make informed choices.

"Funding from the Trust has enabled some of the vulnerable people in our community to think about ways in which they can conserve energy, save money and start to tackle fuel poverty."

The initiative was formally launched at Quarriers' Family Resource Centre at Ruchazie in Glasgow, by Jackie Baillie, MSP and Honorary Vice President of Energy Action Scotland.

The project focused on youth housing services, family centres and supported living for people with disabilities, all of which assist people who rely mainly on limited, fixed incomes.

The funding was used to deliver training, via Energy Action Scotland, to staff from 65 projects across Scotland, ranging from a project that



Giving vulnerable people control of their fuel bills

Helping hand:
MSP Jackie Baillie, The Trust's Ann Loughrey and Quarriers chief executive Phil Robinson at the launch

supports five adults with disabilities, to a resource centre used by more than 50 families.

A key part of the project involved providing energy efficiency information, such as leaflets, in formats that were accessible for each target group.

Service user focus groups were an integral part of the design and development process, helping to ensure the information was easy to understand and appropriate for

the intended audience. Kate, who said the training was well received by staff, added: "One of the major contributory factors in the success of the programme has been the involvement and participation of people supported by Quarriers.

"By listening to them and following their instructions, we ended up with a range of material that is accessible, relevant and attractive, and supports the wider awareness-raising aims."

Phil Robinson, chief executive of Quarriers, added: "It is vital we do all we can to help the people we support to

"The project aimed to put people we support in control of the choices they make to save energy"



understand how to save money by making some simple changes to reduce energy.

"This project has put people in control of the choices they make, to save energy in ways that fit with their lifestyles by using some of the simple tips.

"By involving these very people in the design of the information leaflets, we tried to ensure that the guidance is available to all, including people who might be reluctant to engage with more formal agencies, in a way that's accessible and meaningful."

Speaking at the project launch, Jackie Baillie MSP said: "The Quarriers project will encourage people with disabilities and young people to take charge of their finances and show them simple steps to make sure that they have warm, safe housing."

Lifeline help for elderly

A charity in Dumfries & Galloway offers a lifeline for elderly householders when their heating system fails.

The Help with Heating project, which received more than £90,000 from the ScottishPower Energy People Trust, provides temporary heating for vulnerable pensioners living within the private housing sector.

The scheme is managed by Care & Repair Dumfries & Galloway, who expect to provide the safety net assistance to around 160 local people. Care & Repair assists older people to stay in their own homes by providing advice or securing funding to carry out essential repairs and adaptations.

Easing debt nightmares

Netherley Citizen's Advice Bureau has received a second year's funding from the Trust to continue its successful Debt & Disconnection Prevention Service.

The service works with partner organisations to identify those suffering from fuel poverty and provide advice on alleviating fuel debt, preventing disconnection and giving guidance on energy efficiency.

The Trust provided £66,000 in the first year of the service – and doubled the funding to £130,000 for the second year to enable the project to reach a further 500 young people, families, lone parents and the elderly.

CRISIS FUNDING

Inverness Women's Aid was able to revamp its refuge for victims of domestic abuse with help from the ScottishPower Energy People Trust.

The plan was granted over £5,000 funding in June 2006 from the Trust, which it used to make the temporary accommodation more energy efficient and comfortable.

The 27 families who have lived there since last year have enjoyed benefits such as two energy efficient washing machines, thermal curtains and high tog rating duvets – all to increase the energy efficiency within the refuge flats.

The funding was also used to buy new bedding sets and towel bales for families to use.

Overall, the project aimed to make the flat more energy efficient so that women and their families visiting the refuge will be encouraged to continue being wise with energy use when they are re-housed.

Kate Donaghy, Refuge Co-ordinator at Inverness Women's Aid was delighted with the outcome of the grant.

"The refuge is a much more welcoming place now"

Trust grant provides a makeover for refuge

She said: "We are very grateful for the funding.

"By purchasing these goods, it means vital money is saved by using energy efficient measures, which we will be able to use on other worthy projects.

"The refuge is now a much more welcoming place for women and children at a devastating time in their lives."

The refuge is based in Inverness but at a confidential address to ensure the safety of women and their families suffering from domestic abuse. As well as providing shelter, Women's Aid also offers advice on what to do next as well as support during difficult times.

Ann Loughrey, ScottishPower's Head of Corporate Responsibility and The Energy People Trust's Company Secretary, said: "We're really pleased to have been able to assist.

"The new bedding sets and towel bales gives the flat a more homely feel and the energy efficient goods are important to help advise the families on how they can help the environment."



Helping young people to make a fresh start in life

Falkirk Council's Project Bright Spark received £10,000 to help young adults turn round their lives after suffering fuel poverty.

The project offers people aged 18-21 years – who have recently left care, are lone parents or have young families – energy efficiency advice, crisis funding and benefit health checks.

Councillor Linda Gow, Falkirk Council Leader, said: "The support from the Trust is allowing us to assist those who genuinely need help meeting their energy needs.

"A recent survey estimated that around 15% of people in Falkirk are fuel poor. The council aims to reduce this figure – and the funding provided by the Trust will help us towards our target."

Other projects funded by the Trust in 2007

Age Concern Torbay:	£50,000
North West Sunderland Advice & Information Centre:	£7,500
Community One Stop Shop:	£30,000
Ormlie Community Association:	£89,126
Care & Repair in Dumfries & Galloway:	£94,680
Independent Living Support:	£54,991
Manchester Care & Repair:	£30,000
Energy Centre for Sustainable Energy:	£48,650
Anchor Staying Put, Brighton & Hove:	£76,410
Westcountry Energy Action:	£48,650
South Bradford Community Council:	£38,478
NEA Coventry Branch:	£34,680
CLIC Sargent:	£82,555
Hyndburn Homewise Society Ltd:	£17,250
North Staffordshire Warm Zone:	£41,354
Devon & Cornwall Housing Association:	£42,250
Energy Agency:	£99,915
Barnardo's (South Ayrshire Families Service):	£32,402
Starter Packs Inverclyde:	£13,290
Alternative Technology Centre:	£24,500



First year's success: Chief executive Jean Morrison (left) at the SCARF event with Ann Loughrey and former Deputy First Minister, Nicol Stephen MSP

Cosy Homes have warmer households all wrapped up

A project set up by SCARF has proved a real winter warmer for 500 households in Scotland during its first year of operation.

SCARF (Save Cash and Reduce Fuel) established the North East Cosy Homes project in April 2006 with the help of a £76,000 grant from The ScottishPower's Energy People Trust.

Since then, hundreds of families from Aberdeen to Kinross have benefited from advice offered by the project team's workers.

To celebrate the successful launch, and its 21st anniversary, SCARF organised a conference on fuel poverty and climate change, held on March 26th 2007 at Aberdeen Football Club.

Among those attending included Nicol Stephen MSP, at the time Scotland's Deputy First Minister.

SCARF chief executive Jean Morrison said: "SCARF has been at the forefront of tackling fuel

poverty for the past 21 years.

"Progress has been made but there is still a long way to go.

"We are also facing a critical challenge to address climate change. How do we reconcile the need to provide everyone with warm, dry and affordable

ways to heat their homes with a need to reduce the amount of fossil fuel we use?"

"We are extremely grateful for the funding provided by The Trust.

"It has allowed us to help individuals to maximise every pound spent on fuel by making their homes warmer and healthier."

North East Cosy Homes offers grants and advice to families about energy efficiency and making sure the household income is as high as possible, helping reduce and prevent fuel poverty.

The Trust's Ann Loughrey, said: "This project has provided a lifeline to the vulnerable people of the North East."

"We have helped maximise every pound spent on fuel"



ScottishPower's approach to fuel poverty

The ScottishPower Energy People Trust is central to ScottishPower's Fuel Poverty Strategy.

However, the company has a broad approach to the issue that includes the following elements:

Energy Efficiency (EEC and CERT)
Between 2005 and 2007 ScottishPower invested millions in its customer energy efficiency programme.

This involved:

- Insulating 270,000 cavity walls and 150,000 lofts
- Installing more than 40,000 A-rated boilers
- Distributing more than five million energy saving light bulbs.

Energy saving measures were delivered through more than 100 alliances with social housing providers, along with Warm Zone and Community Energy Partnerships.

In April 2008, a new customer energy efficiency programme – the Carbon Emissions Reduction Target (CERT) replaced EEC.

ScottishPower will invest significant sums in energy efficiency measures in the period from 2008-2011.

Around 40 per cent will be targeted at priority group customers, such as people on low incomes – and anyone over the age of 70 years regardless of their income.

ScottishPower is also one of three UK energy suppliers working on energy demand research projects. This involves researching customers' home energy use habits and determining which measures are effective



Energy study:
Members of ScottishPower's Energy Demand Research Team with Project Manager Graham Smith (seated centre). Below, Ann Loughrey and Claire Doherty, Business & Community Relations Manager, publicise the Home Heat Helpline

in achieving a reduction.

The research, involving a sample of around 2,600 customers, will run until 2010. Interventions being tested include smart meters that provide customers with real-time energy use details.

Energy Efficiency Advice

ScottishPower's qualified Energy Efficiency Advisers give customers free advice on how to reduce home energy use and cut energy bills. They also provide information about heating and insulation grants.

Customers can call 0800 33 22 33 or visit ScottishPower's website:

www.scottishpower.co.uk

Home Heat Helpline

ScottishPower 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 were received by the Helpline during the winter months. The free phone number is 0800 33 66 99.

For further information, visit: www.homeheathelpline.org

Working With Customers

ScottishPower has a dedicated team of 13 Community Liaison Officers (CLOs) who have a key role in identifying and dealing with vulnerable customers.

In 2007 ScottishPower's CLOs made 7,220 customer visits, including 1,372 relating to energy efficiency and 768 home visits to customers with special circumstances. In addition, they provided advice and information on heating and the Carefree Scheme for vulnerable customers.

Support for others

ScottishPower supports numerous fuel poverty events and initiatives, including conferences run by National Energy Action and Energy Action Scotland.





>> HAMMY SMILLIE MBE (Chair)

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

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

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

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

>> ANN LOUGHREY (Company Secretary)

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

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

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

>> DOUGLAS McLAREN (Treasurer)

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

With an Honours Degree in Law from Glasgow University, he joined PricewaterhouseCoopers (PwC) as a trainee Chartered



HAMMY SMILLIE



ANN LOUGHREY



DOUGLAS McLAREN



JOAN FRASER



KENNETH GIBB



NEIL HARTWELL



NORMAN KERR



DR BILL SHELDRICK

Our eight trustees can call on a wealth of experience

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.

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

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

>> JOAN FRASER

Joan 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 group that 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.

>> KENNETH GIBB

Kenneth is an economist and Head of the Department of Urban Studies, University of Glasgow.

For many years, he has worked in areas relating to housing and urban issues including studies on fuel poverty. He is the author or



co-author of more than 25 peer-reviewed journal articles and several books.

He has also led research projects funded by the Scottish Executive, Communities Scotland, the Work Bank, trade bodies, banks and building societies, land surveying companies and Whitehall departments.

Kenneth is Vice Chair of Sanctuary Scotland housing association, the Chair of Sanctuary Management Services and past president of the European Real Estate Society.

>> NEIL HARTWELL

Neil has worked for NEA, the fuel poverty campaigning charity, for six 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.

A trained psychologist and designer, he has an interesting and varied background, from years working in the steel industry in London, Workington and Redcar,

Meet the 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 Corporate Responsibility

as well as in a range of small manufacturing sector companies across the UK.

Neil also acts as Company Secretary for Warm Zones, a not-for-profit subsidiary of NEA.

>> NORMAN KERR

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

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

Norman leads the Energy Action Scotland team that advises the Scottish 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.

>> DR BILL SHELDRIK

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

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

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

He was a member of the Watt Committee's Domestic Energy and Fuel Poverty working group and 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.

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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**The ScottishPower
Energy People Trust**

Supporting Communities