



SEVERN TRENT TRUST FUND

Annual Review 2015/16



About the Severn Trent Trust Fund

Severn Trent Trust Fund is a registered charity first established in 1997.

The purpose of the Trust is to help individuals living in premises supplied by Severn Trent Water who are in need, poverty or distress and cannot afford to pay their water charges.

Trustees fulfil the charity's objects by making grants available to assist with essential and priority needs. There are two streams of grants available, for individuals and for organisations. Policy and grant making is overseen by independent Trustees who ensure that funds go where they are most needed.

Trustees have delegated the day-to-day management and administration of the Trust to Auriga Services which operates under the strict guidelines of a management contract.

The Trust relies on a generous donation from Severn Trent Water which is used to help people in genuine need. Without their valued support Trustees could not continue this work.

“Thank you so much for your assistance with helping me to clear my water debt. I can now concentrate on my recovery.”

“After everything I have been through it was so positive to receive a grant to help clear my water bill. It has made my life a lot easier.”

Chair's Report

It has been another busy year for Severn Trent Trust Fund and I am pleased to present this Annual Review for 2015/16 that demonstrates how our help changes people's lives.

Our work could not continue without the generous donations received from Severn Trent Water and Trustees wish to thank them for their ongoing commitment.

During the year the Trust has provided grants totalling £2.8m to individuals and families who needed support with their water charges and other essential household costs. In addition, over £591k has been reserved for individuals who are participating in our Partnership Payment Scheme that makes it easier for people to get back on track with their payments in conjunction with a grant.



Trustees recognise that changes to the welfare benefit system have had a detrimental impact on many household budgets and continual reform may place more families in financial difficulty. To help address these issues the Trust has extended its grant making activities to include a range of people centred services. These include guidance with budgeting, debt advice and welfare benefit entitlement checks. Trustees were delighted that through this work unclaimed benefit entitlements were identified for 336 applicants totalling c. £1.24m. This additional income, which on average equates to £3,700 a year for each applicant, can be life changing.

To expand its reach the Trust also invests in local communities by funding organisations to deliver projects that focus on providing money and welfare benefit advice. During 2015/16 the Trust supported 6 projects that helped some of the most vulnerable individuals to resolve their debt issues and assist them to become more financially resilient.

On behalf of Trustees I would like to thank all advisers working within local organisations, who help customers of Severn Trent Water when they are struggling to make ends meet. We encourage them to continue to support and promote the work of the Trust during 2016/17.

This year Stuart Braley was warmly welcomed to the Trustee Board. Stuart has a wealth of experience within the sector and all Trustees look forward to working with him in the future.

As Chair I recognise the commitment of all my fellow Trustees who offer their time and expertise freely during the year and I wish to thank them for supporting me in my role.

Trustees also give their thanks to Auriga Services who administer the Trust so competently and efficiently.

The Year Ahead

Severn Trent Trust was established in 1997 to assist Severn Trent Water customers in need, hardship and distress and we will continue to support those people in whatever way we can. During 2016/17 we will aim to help more people in a range of ways that will support them to become financially stable and in turn improve their general well-being and quality of life.

A handwritten signature in black ink that reads "Liz Pusey". The signature is written in a cursive, flowing style.

Mrs L Pusey

How We Make a Difference

The Trust aims to make a difference by improving the outcomes for individuals who need our support. We do this by providing a range of holistic services which include:

Providing grants towards water debt and other essential priority costs/needs

Guidance with budgeting

Benefit entitlement checks

Water and energy efficiency advice

Debt advice

Routing individuals to Severn Trent Water's Priority Service Register (Access)

Sourcing/signposting to other help available

In **total 9,587 applications for support** have been received in **2015/16**.

8,519 applications for help were received from individuals who applied to the Trust directly or via agencies acting on their behalf.

1,068 applications for help were received from individuals that the Trust had proactively contacted by letter to offer our support.

As part of this work home visits are carried out to encourage individuals to engage with us and assistance is given to make an application for a grant where appropriate.

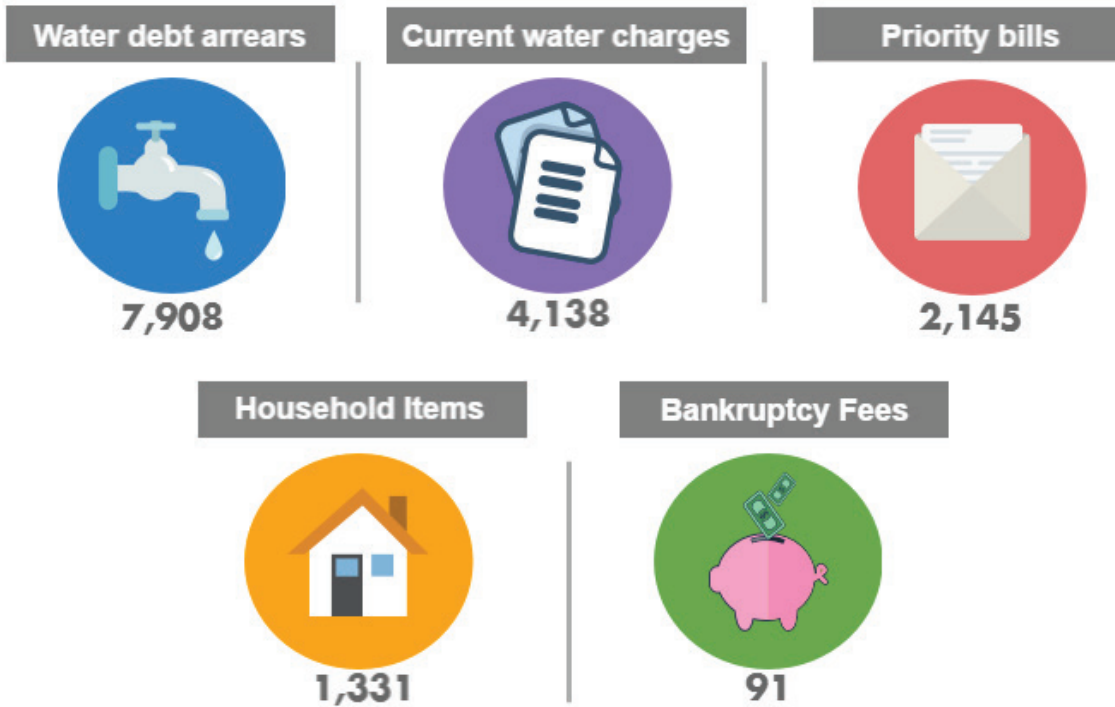
We are pleased to have **given £2.8m in grants and further assistance** to individuals and families who were in need of our help.

An **additional £591k** was reserved for applicants who entered into Partnership Payment Scheme before receiving a grant.

Helping When Most Needed

As well as providing grants towards water charges we can offer further assistance to the most vulnerable individuals by providing essential household items or helping towards other priority bills such as gas and electricity. Providing help in this way can have a real impact on an individuals situation and well-being.

This year we have received requests for help with:



“I was helped recently by the Trust Fund with my water arrears which alone made a big difference to my life. The Trust also sourced me a fridge as mine had broken. Thank you so much.”

“My husband and I have struggled for the last year. Having our water arrears paid and a new washing machine almost feels like we have been give a new lease of life. Thank you.”

Investing in Local Communities

Trustees have always recognised the value of reaching into the community to provide longer term support for people who need help to resolve their money issues.

To achieve this objective Trustees regularly invest in community organisations that deliver money and debt advice services, free of charge, for the benefit of local people.

During the year £166k has been given to support projects at the following organisations who are providing these crucial services on behalf of the Trust:



Castle Vale Tenants and Residents Association



Community Advice and Law Service



Direct Help and Advice (DHA-Derby)



Gateway to Birmingham Advice Services/
Birmingham CAB



The Haven (Wolverhampton)

Community Advice & Law Service are delivering the most recent project to be supported, with Trustees providing funding totalling £78,036 over 2 years.

This project provides advice and support to people who are in debt and find that issues surrounding welfare benefit entitlements are a barrier to them achieving financial stability.

Kathryn Burgess, Executive Director of the organisation said:

“ The support we received to recruit a Welfare Rights Specialist has helped us to meet a vital need of our service users. Maximising income and making sure our clients receive all of the benefits to which they are entitled is a crucial step in helping them to deal with their debts and manage their budgeting in the future. This new project complements the service provided by our debt advisers, making a very valuable contribution to holistic debt advice.”

Summary of Accounts

Accounts 2015 - 2016

Incoming Resources

Donations	£ 3,525,007
Investment Income	£ 16,639
Total Incoming Resources	£ 3,541,646

Resources Expended

Grant Payable and assoc. costs	£ 3,849,305
Governance	£ 7,117
Total Resources Expended	£ 3,856,422
Net (Incoming/ Outgoing)	(£) 339,556
Resources for Year	

Other Recognised Gains and Losses

Realised losses on investments	£ 24,780
Net Movement in Funds	£ 339,556

Fund balance brought forward 2014/ 2015	£ 1,245,910
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Total Funds Carried Forward 2015/ 2016	£ 906,354
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Balance Sheet

Fixed Assets	
Investments	£ 401, 852

Current Assests

Debtors	£ 19,221
Cash in bank and in hand	£ 894,539

Creditors

Amounts Falling due within one year	£ (409,258)
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Net Current Assets	£ 504,502
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Funds

Unrestricted Income Fund	£ 906,354
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Reserves

Trustees have taken into account risks and security of future donations and consider it appropriate to hold reserves of £100,000 to cover contractual and legal obligations and any unforeseen contingencies.

Information

Trustees 2015/ 16	Mrs Liz Pusey (Chair) Mr David Vaughan Ms Alexandra Gribbin Mrs Lowri Williams Mr Clive Mottram Mr Andy Phelps Mr Stuart Braley
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Company Secretary	Auriga Services Ltd
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Registered Company No.	5338827
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Registered Charity No.	1108278
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Auditors	Mazars LLP 45 Church Street Birmingham B3 3BA
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Bank	The Co-operative Bank Plc 118 - 120 Colmore Row Birmingham B3 2RT
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Solicitors	Mills & Reeve 78 - 84 Colmore Row Birmingham B3 2AB
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Investment Manager	Barclays Wealth 1 Colmore Square Birmingham B4 6ES
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Full accounts are available in writing to:

Auriga Services Limited
Company Secretary
Emmanuel Court
12 - 14 Mill Street
Sutton Coldfield
West Midlands
B72 1TJ