

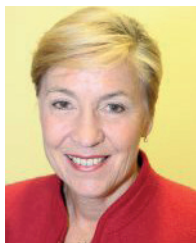


ANNUAL REPORT 2016/17

SEVERN TRENT TRUST FUND



OUR CHAIR'S REPORT



Liz Pusey
Chair of Severn Trent Trust Fund

It has been another busy year for Severn Trent Trust Fund and I am pleased to present this Annual Review for 2016/17 that demonstrates how the Fund helps change 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 received 10,429 applications, a 9% increase from last year. 3,785 of these applications received awards, providing a total of £2.4m to individuals and families who needed support with their water charges and other essential household costs.

Trustees recognise that changes to the welfare benefit system have had a detrimental impact on many household budgets and continued reform may place more families in financial difficulty. To help address these issues the Trust has continued to provide additional people-centred services, including guidance with budgeting, debt advice and welfare benefit entitlement checks.

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 2016/17 the Trust continued to support five existing projects that help some of the most vulnerable individuals to resolve their debt issues and assist them to become more financially resilient.

On behalf of the 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 2017/18.

I also 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

I am delighted to announce that Clive Stone, a member of our Trustee Board, will take over as Chair from 2017/18.

I wish Clive all the best in his new role and would like to thank my fellow Trustees for all of their time and support during my time as Chair.

I am confident that Clive, and the other Trustees will help more people during 2017/18 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".

Liz Pusey

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 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.

“

I would just like to say a big thank you first and foremost in taking the time to read my email and understanding my hardship. you said you would see what you could do and you definitely delivered.

You do not get many people who will go to the last straw in trying to help someone. Thank you so much again, and please don't lose this touch of understanding for others as you truly do not know how you can make such a difference in someone's life.

”

HOW WE HELPED DURING 2016/17

10,429

applications for support received in 2016/17

3,785

grants provided to individuals and/or families during the year

£2.4m

in grants and further assistance provided to individuals and families in need of our help

2,043

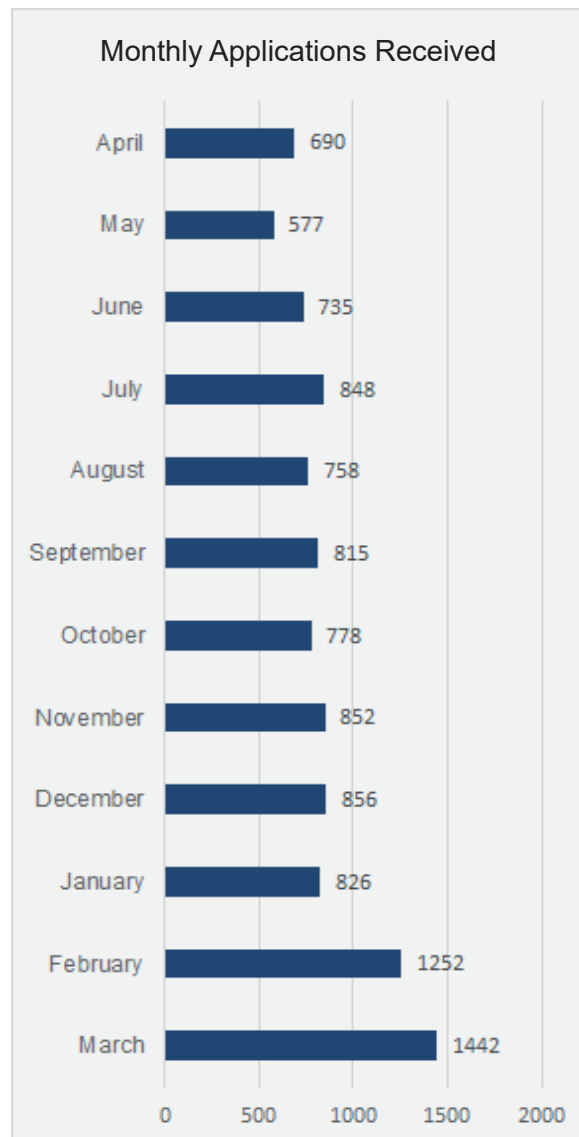
applications received from individuals that the Trust had proactively contacted by letter*

63%

of applicants had children under 16 in their household

71%

of applicants were aged between 26 and 56



During 2016 / 17, a large number of applications came from Stoke-on-Trent, Derby, Nottingham, Wolverhampton, Birmingham, Coventry and Leicester.


HELPING WHEN MOST NEEDED

As well as providing grants towards water charges the Trust 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.

In addition, the Trust refers applicants who would benefit from further advice to dedicated Debt and Welfare Advisers at Auriga Services.


This year, we have helped in the following ways:

WATER DEBT ARREARS



8,242 applications received

CURRENT WATER CHARGES



3,472 applications received

PRIORITY BILLS



1,817 applications received

HOUSEHOLD ITEMS



1,416 applications received

BANKRUPTCY FEES



62 applications received

DEBT AND WELFARE ADVICE

391
applications were referred over to Auriga Services' FCA-approved debt advisers for specialist help on managing debts

36
applicants were directly supported by Auriga's debt advisers

206
applicants were identified as not claiming correct benefit entitlements, all were advised to seek further help

£682,240
of unclaimed benefit entitlements were identified



I cannot put into words how grateful I am for your help. It has taken such a lot of stress and worry from me. You helped me in my time of need, I shall never forget your help and will keep your letter in a safe place to remind me of your kindness.
God bless you all for what you have done for me.



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, the following organisations received continued funding from Severn Trent Trust Fund:



Gateway to Birmingham Advice Services / Citizens Advice Birmingham

Project: "Stay Afloat"

In 2015/16, 5071 clients were assisted with debt/money problems as part of the Stay Afloat project. This represents 23% of all clients seen within Citizens Advice Birmingham.



Direct Help and Advice

Project: "Money Matters"

This project delivers debt advice, financial capability support and income maximisation to individuals and families, helping people manage their money effectively.



Community Advice and Law Service

Project: "Specialist Welfare Benefits Adviser"

This project has funded the appointment of an adviser to provide specialist level casework in welfare benefits law, representation at SSTs and appeal tribunals where required and support and consultancy to CALS debt and housing advisers.



The Haven Wolverhampton

Project: "Telephone Debt Advice Line"

The STTF grant has funded a part-time (18hrs/week) specialist debt adviser to deliver a telephone advice service to women affected by domestic abuse who are fearful of leaving their homes to receive support.



Citizens Advice Staffordshire North & Stoke on Trent

Project: "Making Your Money Work"

The project provides free, confidential, non-judgemental and independent advice to help people within the North Staffordshire region deal with debts either over the phone or face to face.

SUMMARY OF ACCOUNTS

A summary of Severn Trent Trust Fund's income and expenditure for 2016 / 2017 is detailed below. Full audited accounts are available from the Charities Commission and Companies House.

Incoming Resources

Donations	£3,650,001
Investments Income	£18,674
Total Incoming Resources	£3,668,675

Resources Expended

Grant Payable and Assoc. Costs	£3,594,762
Governance	£2,976
Total Resources Expended	£3,597,738
Net (Incoming/Outgoing) Resources for Year	£133,128

Balance Sheet

Fixed Assets	
Investments	£464,041

Current Assets	
Debtors	£144,205
Cash in Bank and in Hand	£485,831

Creditors	
Amounts falling due within one year	(£54,595)

Net Current Assets	£575,441
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Funds

Unrestricted Income Fund	£1,039,482
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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.



SEVERN TRENT TRUST FUND



Trustees 2016/17	Mrs Liz Pusey (Chair) Mr Clive Stone (Chair-Elect) Mr David Vaughn Mrs Lowri Williams Mr Clive Mottram Mr Andy Phelps Mr Stuart Braley Ms Alexandra Gribbin
Company Secretary	Auriga Services Ltd
Registered Company No.	05338827
Registered Charity No.	1108278
Registered Office	Emmanuel Court 12 - 14 Mill Street Sutton Coldfield West Midlands B72 1TJ
Auditors	Mazars LLP 45 Church Street Birmingham B3 3BA
Bank	The Co-operative Bank Plc 118-120 Colmore Row Birmingham B3 2RT
Solicitors:	Mills & Reeve 78-84 Colmore Row Birmingham B3 2AB
Investment Manager:	Barclays Wealth 1 Colmore Square Birmingham B4 6ES