



*The Yorkshire Water*  
COMMUNITY TRUST

Registered Charity No. 1047923

The current Trustees are:-

Ken Jackson (Chair) - Non-Executive Director of Kelda Group plc., Deputy Chairman and Chief Executive of Carbo plc. Also, a non-executive Director of Nightfreight plc and Ring plc.

Judith Courts - was Manager of the Yorkshire Money Advice Support Unit (MASU) and more recently employed by The Community Fund (formerly known as the National Lotteries Charities Board). Now a freelance management consultant.

Richard Ackroyd - Director of Regulation & Investment, Yorkshire Water Services

Adeeba Malik - Deputy Chief Executive of Quest for Economic Development (QED). Also a Board member of Yorkshire Forward.

Penny Pilling - Manager of Advocacy Services in the Hambleton/Richmondshire district of North Yorkshire.

Mimi Johnson - a career in secondary education, and many years in the voluntary sector, particularly with women's groups.

For more information about the Yorkshire Water Community Trust please ring 0845 1 24 24 26.

## Newsletter

Issue No. 1 - Spring 2002

### The Principal Aims of the Trust are:

- to help those (Yorkshire Water customers) who are in conditions of need and are unable to meet or pay charges for the supply of water and sewerage
- to enable applicants to break the circle of debt and to resolve their debt problems in the long term

*The Yorkshire Water Community Trust* is a registered Charity, and was launched by Yorkshire Water in August 1995 as a direct response to the obvious financial need of a proportion of its customer base.

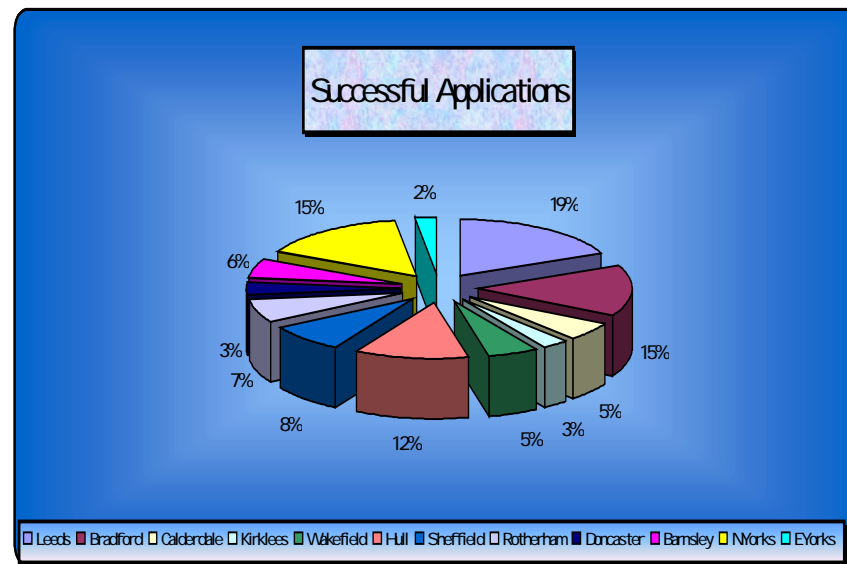
The Trust provides monetary assistance to those customers in genuine need, and is governed by a board of Trustees consisting of senior business people and heads of community groups, such as advice agencies, councils and charities.

The Board of Trustees is a committee that is totally independent of Yorkshire Water.

Each year the Board of Kelda Group plc (Yorkshire Water's parent company) allocate a set amount, which is put into the Trust for the Trustees to make awards to deserving customers who have fallen into arrears with their water services charges.

In order to be considered for an Award, applicants must show that they are in a multiple debt situation (including water services charges arrears with Yorkshire Water) and they will not have received a previous Award within the last 2 years. This is not a bottomless pit, and the Trustees target the people who are in the greatest need first.

In 2001/02 the Trust was able to help 861 individuals & families *who are in conditions of need*. This is from the 1,437 applications received (60%). Awards totalling £310k have been made, at an average of £360.



#### CASE STUDY

Mr A lives with his four children, aged between 7 and 14. His only income is currently in the form of benefits - Working Family Tax Credit with an Income Support top-up and Child Benefit - £192 per week altogether. Sounds quite a reasonable amount, even for a family of five, until we looked at his regular outgoings:-

- ❑ the regular weekly payments he should make soon clear that, and that's without buying any food for the family - he says he usually spends £45 per week on that, so no treats there for four young lads
- ❑ his bill from Yorkshire Water this year is almost £350, but he still owed a similar amount from last year
- ❑ he has outstanding priority debt arrears totalling a further £2,600 for Rent, Council Tax and Gas

The Trustees made an award of £439.17 to Mr A, which was paid direct to Yorkshire Water and credited to his water bill. This paid his water charges up to the date of the Trust meeting, so he now only has the ongoing charges to worry about. We were also able to advise him that he may be entitled to free school meals, which are currently costing him £25 per week.

This may not have got Mr A out of the debt circle yet, but the Trustees hope and strongly believe that they have done something to improve the quality of life for this family (and many others) in the long term.