



The Yorkshire Water
COMMUNITY TRUST

Registered Charity No. 1047923

The current Trustees are:-

Ken Jackson (Chair) - Non-Executive Chairman of PM Group plc., and a non-Executive Director of Kelda Group plc.,

Judith Courts - a freelance management consultant, with a background in debt advice.

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

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

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

Mimi Johnson MBE - a retired teacher, who is presently a Trustee of the Menerva Educational Trust.

Cecile Levine - works with the Bradford Cancer Support Centre, set up and developed a welfare benefits service for patients and affected families. Wrote and annually updates a Benefits & Information booklet which is widely distributed, including to all Macmillan Cancer Relief specialist nurses.

Trevor Eager - an Adviser with Spen Valley Citizens Advice Bureau, and also a JP in the crime and family courts.

Abdus Salam - working at grass roots level as an education officer, following a career in local government in Race Relations, Housing & Community Affairs.

The Yorkshire Water Community Trust
Freepost BD3074
BRADFORD BD3 7BR

Trust Newsletter

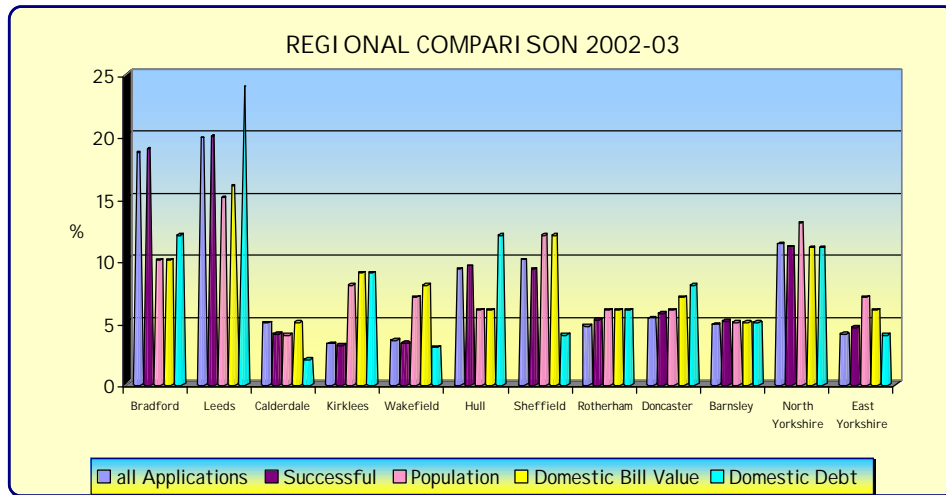
Issue No. 3 – Summer 2003

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 removal;
- to enable applicants to break the circle of debt and to resolve their debt problems in the long term;
- to make donations to charitable or other institutions as the Trustees in their absolute discretion think fit;
- to play a role in the establishment of Trust Funds throughout the water industry

For more information about the *Trust* you can ring us on 0845 1 24 24 26;
You can also E-mail info@ywct.org.uk
Why not check out our new website at www.ywct.org.uk

- 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.
- In 2002/03 the Trust was able to help 786 individuals & families *who were in conditions of need*. This is from the 1,183 applications received (66% successful). Awards totalling £281k were approved by the Trustees, at an average of £357 each.
- These overall numbers are down compared to the previous year, but the level of successful applications continues to rise year-on-year (2001-02 60%).



- The second **Aim of the Trust** is “to enable applicants to break the circle of debt and to resolve their debt problems in the long term”.

Yorkshire Water has done some analysis of the subsequent payment history for the successful applicants in March 1999. 325 Awards were made, averaging almost a year and a half charges, and the results after Year 4 show the following:-

- ✓ since Year 2, about 50% have made a real effort each year to make reasonable / regular payments;
- ✓ in Year 4, more than 40% have either paid the full year or made regular payments (ie. almost every week, fortnight or month) in accordance with the arrangement made;
- ✓ in Year 4, those making little or no effort to pay, for whatever reason, are down to only 36 (11%). This is a trend which has reduced year-on-year.

Awareness of the Trust.

So far this year there have been mailshots to 300 Citizens Advice Bureaux and local advice centres, 27 Age Concerns, 26 Credit Unions, 600 Primary Care Trusts, GP surgeries and clinics, and 355 Libraries.

The network continues to grow amongst the appropriate agencies, but please let us know if yours is being missed.