

In 2003/04:-

- the Trustees were very happy to have been able to help 870 (last year - 786) individuals & families *who were in conditions of need*;
- this was from the 1,155 (1,183) applications received - 75% (66%) successful;
- Awards totalling £326k (£281k) were approved by the Trustees, at an average of £375 (£357) each;
- 76% (71%) of all applicants had benefit(s) as their only income, and 79% (67%) of these were Successful;
- 38% (33%) of applicants were lone parents, and 85% (77%) of these were Successful;
- only 5% (4%) of applicants were young / single, but 82% (78%) were Successful;
- only 4% (4%) of applicants were identified as being pensioners, of which 62% (37%) were successful;

In total, in the 9 years since it was set up, the Trust has been able to help:-

- more than 7 thousand deserving individuals and families;
- with Awards totalling more than £2.5m



The Yorkshire Water
COMMUNITY TRUST

Registered Charity No. 1047923

Trust Newsletter

SUMMER 2004

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* :-

- Telephone: 0845 124 24 26
- E-mail: info@ywct.org.uk
- Website: 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. Following recent new appointments the Board now has an even broader base of backgrounds and interests.

The Trustees are:-

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

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

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

Cecile Levine - a benefits adviser for many years during which time set up and developed a benefits service at Bradford Cancer Support. Wrote and annually updates a Benefits and Information booklet which is distributed nationally. Devised and set up for Macmillan Cancer Relief a national telephone benefits advice line for patients and those affected by cancer.

Allison Bainbridge - Director of Finance, Yorkshire Water Services.

Sue Coffey - a former journalist and Head of Public Relations at the University of Bradford. Now manager of her own Marketing and Public Relations firm.

Angela Comer - has worked in the social welfare environment since 2001. Now with Action Housing Doncaster, working in tenancy support with many variations in society - from ex-offenders to mental health sufferers.

Louise Hewitt - following 14 years in the financial services industry, now Money Management Adviser with Boothferry CAB.

Ronnie Malcolmson - for the last 15 years has been in the fields of mental health and welfare rights. Currently a community development worker for the Supporting Boothferry Communities Project.

Ken Nikolic - Deputy Manager at Scarborough CAB.

Louise Smithson - Franchise Supervisor for the Debt Team at York CAB.

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Age Profile of Applicants

The following chart shows the Age Profile of applicants for each of the last 4 years. Unfortunately, this is distorted by the increasing number not stating their age on the Application Form.

