

The Veolia Water Trust is a charitable Trust which pursues the following objects for the public benefit:

- The relief of poverty particularly among those who are unable to meet or pay charges for the supply of water and sewerage services; and
- The prevention and relief of poverty by educating the public in relation to debt awareness and prevention.

The Trust was launched on 1 April 2009 with a generous five year financial commitment of £2,500,000 from Veolia Water Central, plus an additional annual ad hoc sum to cover a contribution previously paid to the Anglian Water Trust Fund. These donations were to be drawn down as requested by trustees according to need over the five year funding term.

From 1 April 2010, the Trust also started to receive donations from Veolia Water East and Veolia Water Southeast of £12,000 and £12,500 respectively, matching the length of commitment from Veolia Water Central (to the end of March 2014).

The Trust meets its objects by offering financial assistance via two grant programmes:

- The Individuals and Families grants programme, and
- The Organisational grants programme.

Grants are awarded with the aim of improving the quality of people's lives by helping reduce their burden of debt, giving them the opportunity of a fresh start and enabling them to manage ongoing bills.

Achievements 2010 / 11

Grant making summary

- 1,412 applications were received from individuals and families in need.
- 617 awards were made with a total value of £259,406 (reducing to £224,375 after refunds).
- The Trust supported a growing organisational grants programme to continue to promote the work of the Trust and help individuals submit strong applications to it. Funding was committed to five new part time project officers at Citizens Advice Bureaux (CAB) - see below. In the year a total of £83,183 was paid to organisations.

Donating Companies

The Trust successfully incorporated two new donating companies to the Trust, namely Veolia Water Southeast and Veolia Water East. Both companies are matching the length of commitment from Veolia Water Central to the end of March 2014.

New Trustees

Two new trustees were appointed to the Board bringing additional experience and strengths, namely David Butcher in December 2010 and Dan McDonald in May 2011.

Chairman's Report

It gives me pleasure to report on the activities of the Veolia Water Trust for the year ending 31 March 2011, the second full year of the operation of the Trust. The aim of the Trust is to prevent and relieve poverty and towards this purpose, over 1,400 applications for assistance were considered during the year resulting in more than 600 awards totalling in excess of £250,000. As well as making awards to claimants in need, the Trust has provided debt counselling and money advice via grants to Citizens Advice Bureaux.

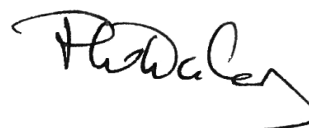
The Trust received increased support this year with donations from Veolia Water Southeast (operating in southeast Kent) and Veolia Water East (operating in northeast Essex). The Trust has also worked closely with Veolia Water Projects supplying the military town of Tidworth in Wiltshire. It is pleasing to receive support from Veolia companies over such a wide area and I thank them for their generous donations.

Our partnerships with Citizens Advice Bureaux provide interesting and variable results and much effort has been devoted to extending best practices emerging from local approaches which reflect different local circumstances. Early results from two of the bureaux proved disappointing during the year and funding was discontinued by mutual agreement. But at the present time successful funding is being provided to the following bureaux; Brent, Chiltern, Harlow, Harrow,

Hillingdon & Ealing and Walton Weybridge & Hershaw. The Trust is satisfied that a wide range of public benefits arise from this funding.

Awards made by the Trust are intended to aid sustainability in the finances of applicants and improve their ability to pay water (and other) bills. A "provisional award" scheme was introduced in April 2010 which required applicants to demonstrate, over a six month period, an ability to cope with current bills. The Trust decided that the advantages of the provisional award approach did not outweigh the disadvantage of temporarily delaying awards to those in need. The Trust reverted therefore to awarding one off awards without any probation period on 1 April 2011.

I am grateful to my colleagues on the Board for their support and good advice as activity has expanded. We were delighted to welcome David Butcher as a new trustee in December and Dan MacDonald shortly after year end, in May 2011.



Peter Darby, Chairman

Objectives 2011/12

1. To continue to increase:

- The number of applications,
- Value of awards, and
- Success rate of applications to the Trust.

2. To continue to:

- Maintain and monitor existing organisational grant commitments.

These will allow for an incremental glide path year on year, to ensure total donations are utilised at the end of the Trust's year of operation.

Trustees refer to guidance from the Charity Commission on public benefit when reviewing the Trust's objectives.

Individuals And Families Grants Programme 2010/11

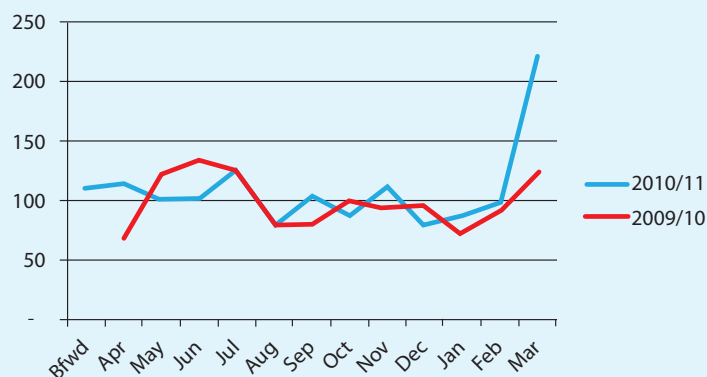
The Trust awards grants to:

- Clear water and sewerage debts
- Clear other essential household debts and purchase essential household items. These are known as Further Assistance Payments (FAPs).

Applications to the Trust

In 2010 / 2011 the Trust received and assessed a total of 1,412 applications.

Graph showing application numbers since 1 April 2009



Awards made

A total of 617 awards were made to individuals and families during the year with a total value of £259,406 (£224,375 after refunds). Awards to individuals and families can be broken down as follows:

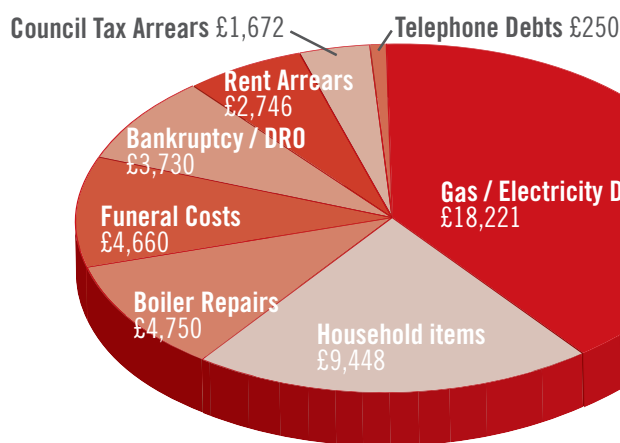
- 514 to clear water / sewerage debts, with a value of £213,920. The average water award value was £416.
- 103 Further Assistance Payments, with a value of £45,486. The average FAP value was £442. The range of further assistance provided in 2010/11 is illustrated below.

Shared Programme of Giving

The Trust operates as part of a 'shared programme of giving' with other utility Trusts administered by Charis Grants, namely the Anglian Water Assistance Fund, the British Gas Energy Trust, the EDF Energy Trust, the npower Energy Fund and Southeast Water's Helping Hand.

An applicant only has to complete one application form to be considered for help from any of these Trusts. Charis works closely with all of these utility companies to ensure that applicants are offered additional help to manage their bills going forward and to enhance the benefit of grant.

Breakdown of FAP spend 2010/11



Household items breakdown (£)

| | |
|-------------------------|--------------|
| Washing Machine / Dryer | 3,205 |
| Beds / Bedding | 2,530 |
| Fridge / Freezer | 2,530 |
| Cooker | 1,183 |
| Total | 9,448 |

Organisational Grants Programme 2010/11

The Trust also operates an Organisational Grants Programme, providing grants to charitable money advice agencies to:

- assist eligible clients to apply to the Trust
- raise awareness of the Trust
- train other advice workers on how to submit strong applications
- provide holistic money / debt advice to their local communities.

Eight organisations received grant from the Trust during the reporting year, including three organisations previously awarded grant in 2009/10 for a three year period. Of these three, funding continues to Hillingdon & Ealing CAB only. The five awards made in 2010/11 were for a two year commitment. Grants provide funding for part time project officers.

The payment of grants to organisations is subject to satisfactory performance against project targets, and compliance with the Trust's procedures and policies. Funding will be withdrawn if either are not met.

| | Organisation | 20010/11 Grant paid (£) |
|----------------|-------------------------|-------------------------|
| 2009/10 Awards | Hillingdon & Ealing CAB | 13,351 |
| | Luton CAB | 7,416 |
| | Watford CAB | 7,437 |
| 2010/11 Awards | Brent CAB | 13,456 |
| | Chiltern CAB | 10,250 |
| | Harlow CAB | 10,000 |
| | Harrow CAB | 11,848 |
| | Walton CAB | 9,425 |
| Total | | 83,183 |

Case Study

A severely disabled woman had accumulated many debts, including almost £4,000 of unpaid home care charges, £1,600 of unpaid water / sewerage charges and £750 of electricity debt. Her debts arose for a number of reasons, including her total reliance on carers due to her disability and having to pay for emergency repairs to her electric wheelchair. In addition, her electricity bill had been estimated for some time as she was unable to read her own meter and the very cold winter meant that the eventual bill was much larger than usual. The Veolia Water Trust cleared her water arrears and made a further assistance payment which cleared her electricity debts. Her application was also shared, with the

applicant's permission, with the Thames Water Trust Fund which was able to clear her sewerage arrears. This has put the applicant very much back on the right path and enabled her to concentrate on keeping up to date with current bills and clearing other debts by means of regular small payments.

Case study provided by Harrow CAB. Organisation in receipt of grant funding a part time project officer

Summary Of Accounts - year ended March 2011 Treasurer's Report

The Trust received donations of £574,500 during the year from Veolia Water. Temporary investment of surplus cash balances resulted in further income of £2,578. Deducting £94,933 for management and governance costs left a balance of £482,145 available for charitable activities. £355,119 was awarded to organisations and individuals, with the balance of £127,026 carried forward to 2011/12.

The awards we made of over £355,000 in this our second year of operation represented an increase of over 40% on the £250,000 that we awarded in our first year. We are aiming for a further increase in 2011/12.



David Hewitt, Treasurer

Summary Statement of Financial Activities

| | 2010 / 2011 £ Total | 2009 / 2010 £ Total |
|--------------------------|---------------------------|---------------------------|
| Total incoming resources | <u>577,078</u> | <u>549,362</u> |
| Resources Expended: | | |
| Charitable activities | 443,850 | 331,617 |
| Governance costs | 6,202 | 5,674 |
| Total resources expended | <u>450,052</u> | <u>337,291</u> |
| Fund balance at 31 March | <u><u>339,097</u></u> | <u><u>212,071</u></u> |

Trustees consider that all of the charity's funds are unrestricted

Veolia Water Trust – Trustees and Officers 2010 / 11

Peter Darby

Appointed 25 February 2009
Chairman from 5 August 2009
Treasurer to 27 April 2010

Keith Taylor

Appointed 25 February 2009

David Hewitt

Appointed 31 March 2010
Treasurer from 27 April 2010

David Butcher

Appointed 14 December 2010

Registered address

Midgate House
Midgate
Peterborough PE1 1TN

Charity Registration Number

1128398

Auditors

MacIntyre Hudson LLP
8 -12 Priestgate
Peterborough PE1 1JA

Bankers

National Westminster Bank Plc
PO Box 15
Cathedral Square
Peterborough PE1 1HW

Solicitors

Bates, Wells and Braithwaite
2-6 Cannon Street
London EC4M 6YH

Administrators

Charis Grants Ltd
Midgate House
Midgate
Peterborough PE1 1TN

The trustees set policy and control and monitor the Trust's activities but have entered into an agreement for the administration of the charity with Charis Grants Ltd. Charis facilitates charitable and corporate giving, via a range of services, to support vulnerable people.

www.charisgrants.com

How To Apply To The Veolia Water Trust



The quickest and easiest way to apply to the Trust is via its online application form via <https://vwt.app.charisgrants.com>.

Supporting evidence should be scanned and attached to the form to allow for assessment of the application to begin.

Alternatively application forms can be downloaded from the Trust's website, www.veoliawatertrust.org.uk

Or requested via the Trust's dedicated telephone line
01733 421060

Or requested by emailing vwt@charisgrants.com

Written correspondence should be addressed to the Trust's freepost address:

FREEPOST RSHH-JKZA-HAUY
Veolia Water Trust
PO Box 42
Peterborough PE3 8XH