

YORKSHIRE WATER COMMUNITY TRUST

England & Wales · Charity number 1047923

Details

Status Registered

Legal form Trust

Registered 1995-07-13

Register [View on the Charity Commission register](#)

Contact

Address Freepost Bd3074
Bradford
West Yorkshire
BD3 7BR

Phone 03451242426

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Activities

Objects: RELIEF OF THOSE WHO ARE IN CONDITIONS OF NEED POVERTY HARDSHIP AND DISTRESS ARISING THEREFROM AND ARE UNABLE TO MEET OR PAY FOR CHARGES FOR THE SUPPLY OF WATER AND/OR SEWERAGE TO THE RESIDENTIAL ACCOMMODATION OCCUPIED BY SUCH PERSONS AND FOR OR TOWARDS OTHER CHARITABLE PURPOSES

Activities: Set up to deal with the Relief of Poverty, by way of making payment against outstanding water bills.

Classification

- **How:** Makes Grants To Individuals, Makes Grants To Organisations
- **What:** The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** IN PRACTICE WITHIN THE YORKSHIRE REGION
- Barnsley
- Bradford City
- Calderdale
- City Of Wakefield
- Doncaster
- East Riding Of Yorkshire
- Kirklees
- Leeds City
- North Yorkshire
- Rotherham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,298,172	£1,292,532	£15,354	0
2024-03-31	£1,293,233	£1,293,233	£9,714	0
2023-03-31	£1,230,897	£1,228,429	£9,714	0
2022-03-31	£950,398	£950,509	£7,246	0
2021-03-31	£895,108	£893,607	£7,357	0

Trustees

Name	Role	Appointed
Baroness Kathryn Mary Pinnock	Chair	2014-12-11
Adrian Hunt KVRM DL		2014-12-11
Ariane Celine Thewlis		2022-09-01
BABUL MIAH		
Ginger Sunshine Beniston		2022-06-01
MR PHIL LEADBETTER		
Nicola Elizabeth Browne		2020-06-16
Sarah Cheetham		2024-04-21
Sarah Clayton		2018-06-07

Accounts

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Registered No. 1047923

ANNUAL REPORT

AND

FINANCIAL STATEMENTS

2025



The Yorkshire Water
COMMUNITY TRUST

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Contents

	Page
Trustees' Annual Report for the year ended 31 March 2025	2
The Trustees' responsibilities statement	15
Independent auditor's report to the Trustees of Yorkshire Water Community Trust	16
Statement of Financial Activities for the year ended 31 March 2025	20
Balance Sheet as at 31 March 2025	21
Statement of cash flows for the year ended 31 March 2025	22
Notes to the Financial Statements for the year ended 31 March 2025	23



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Trustees' Annual Report for the year ended 31 March 2025

Yorkshire Water Community Trust (YWCT), Freepost BD3074, Bradford, West Yorkshire, BD3 7BR, is registered with the Charity Commission (No. 1047923) and constituted by Deed of Trust dated 27 June 1995 that operated for an initial period of 21 years. A new Trust Deed was approved and signed on 9 June 2016.

Bankers and Independent Auditor

Bank:

National Westminster Bank Plc
City Office
Park Row
Leeds
LS1 1QS

Independent auditor:
Azets Services Limited
12 King Street
Leeds
LS1 2HL



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Objectives and Activities

The primary aims and legal purpose of the Trust are:

- To help those who are in conditions of need and who are unable to meet or pay for 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;
- To make donations to charitable or other institutions as the Trustees in their absolute discretion think fit; and
- To play a role in the establishment of Trust Funds throughout the water industry.

All these key activities are of significant public benefit.

It is important to encourage and maintain enthusiasm from all Trustees, to get their commitment to fulfil the role effectively, playing an important part in the process. It is particularly important that new Trustees participate in customer application audits, so they can get a real feel for our customers. This helps them to make decisions around the criteria, ensuring that the Trust continues to help the most in need, right across the region.

The need is recognised by Trustees and Officers to continue to raise the profile of the Trust in the right areas, and to demonstrate a strong business case to Yorkshire Water Services Limited (Yorkshire Water) for its continued involvement.

Reference and Administrative details

The charity Trustees who served during the year and up until the date of signing the Annual Report were:

Mrs K Pinnock (Chairperson)
Mr P M Leadbetter MVO
Mr B Miah
Mrs A Thewlis
Mrs G Beniston
Mr A Hunt
Ms S Clayton
Mrs N Browne
Mrs S Cheetham (appointed 21 April 2024)
Mrs F Patel (appointed 21 May 2024)



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

The Trustees collectively provide the diverse mix of skills, experience and knowledge required to run the Trust effectively:

- Baroness Kathryn Pinnock (Kath) was appointed to the Board of Yorkshire Water as an independent non-executive director in March 2008. Kath stepped down from the Board of Yorkshire Water in August 2017. Kath has been a councillor with Kirklees Council since 1987 and has held the post of Leader of the Council from 2000 to 2006. She is a vice president of the Local Government Association and was both a board member of Yorkshire Forward from 2000 to 2012 and a member of the executive of Yorkshire and Humber Regional Assembly from 2000 to 2006. Kath was a regional peer for the Local Government Improvement and Development Agency which involved working with councils and councillors to improve the quality of local government.

Kath was awarded an honorary doctorate by the University of Huddersfield in 2015 for services to Local Government. She was appointed to the Governing Body of the University in 2016. In 2014 Kath was awarded a Peerage and speaks on Local Government and children's issues in the House of Lords.

- Phil Leadbetter MVO retired in March 2004 with the rank of Wing Commander after a 37-year career in the Royal Air Force. He is a member of the Soldiers Sailors Airmen and Families Association (SSAFA) – Forces Help and served as a Divisional Secretary for three years. He is also a former Chairman of the local branch of the Royal Air Force Association.
- Babul Miah is a practising solicitor and specialises in litigation disputes including civil, personal injury, employment and immigration matters. He has worked for leading Yorkshire firm Gordons LLP and was a former partner at Derbyshire firm Chapman & Chubb. He is currently working as a Consultant at Larkman Lodh Solicitors in Sheffield & Nottingham. He is also a trained mediator, dealing with pro-bono neighbour disputes.
- Ariane Thewlis previously worked for the Direct Line Group for 16 years in various roles and was a Complaints manager when she left to join Loop. She has worked for Loop as a Collections Manager for nearly eleven years looking at collection of debt and balancing customer and business needs and ensuring customers are offered the support, they need to be able to get out of debt with the focus on vulnerability. She has led the Loop Wellbeing Group for the last nine years supporting colleagues and identifying and raising awareness for Mental, Physical, and financial health. As she is a Collections manager, she can provide a different perspective to some of the challenges that people are facing.
- Ginger Beniston is Head of Quality and Compliance for a large, established mental health charity which specialises in supporting individuals with poor mental health and problem debt. Ginger used to manage the Mental Health Crisis Breathing Space Scheme (aka, The Debt Respite Scheme) whereby individuals receiving mental health crisis treatment, could apply for legal protections against creditor action. In April 2023 Ginger was seconded to her current role in managing the FCA responsibility of the Mental Health & Money Advice Service. Ginger has worked in the charity sector since 2017 and previous to that, worked in the Banking sector since moving to the UK from Canada in 2001.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

- Adrian Hunt enlisted in May 1975 to the Royal Armoured Corps Junior Leaders Regiment stationed in Bovington, Dorset. The highlight of his career was being nominated as the Queens driver for the Royal Tank Regiments Standard Parade in 1985. Adrian left the regular army in 1998 after a full career (23 years). Adrian joined the Army Reserves in 2000 and commissioned in 2005. He is currently serving with the Army Reserves in Co Durham with 102 Battalion Royal Electrical Mechanical Engineers as the Battalion 2nd In Command and Operations Officer. Adrian holds the appointment of Branch Secretary for SSAFA South Yorkshire and sits on a number of Local Authority Armed Forces Community Covenant Boards as the SSAFA military representative.
- Sarah Clayton is a retired housing and regeneration professional. During a 35 year career she held a number of senior management roles delivering strategic housing services, large scale affordable housing and regeneration schemes and housing management services. Sarah was the Head of Housing Management at Kirklees Neighbourhood Housing managing services to 23,000 council homes across Kirklees. Previous to this, she was the Head of Housing Strategy for Salford City Council for ten years which included dealing with the regeneration schemes in deprived areas to help develop new affordable homes.
- Nicola Browne has worked for Yorkshire Water/Loop for the past 27 years having commenced her journey with Yorkshire Water in September 1995 as a Customer Service Graduate. Around 1998, she moved to Advertising and Publicity and then to Sales and Marketing. In 2000, she transferred to Loop where she undertook a variety of roles within Account Management, Marketing, Internal and External Communication and then took over the management of Loop's Change Programme. She currently works in the wider Integration and Improvement Team as Business Change Manager and manage a team of Implementation Managers and the Loop Communication Specialist.
- Sarah Cheetham joined as a Trustee in May 2024. Sarah has worked at StepChange Debt Charity since 2001 and is a member of their Senior Leadership Team. She currently holds the position of Head of Operating Subsidiaries, where she's responsible for their IVA, Equity Release and Mortgage businesses. Prior to this she held the position of Head of Debt Advice and Head of Operational Service Delivery. Sarah brings a wealth of experience from the charity and debt advice sector, including operational leadership, change management and product management.
- Fayaz Patel joined as a Trustee in May 2024. Fayaz has over a decade of experience in asset management within the utility engineering and process industry, specifically in the oil and gas sector. As an electrical engineer specialised in power systems, he started his career offshore on an oil and gas platform, where he developed my skills as an electrical specialist at ConocoPhillips. Currently, he works onshore with National Gas Transmission in the Asset Engineering department, providing electrical engineering expertise for CapEx projects. In his role, he provides engineering and technical support throughout the lifecycle of projects and he is responsible for technical audits, ensuring compliance with key legislation, regulatory, policy and procedural requirements related to electrical work on compressor and terminal sites across the United Kingdom.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

The expenses of the Trustees are covered by the Trust. The Trustees have taken into consideration the Charity Commission guidance on public benefit. The Trust aims to benefit the public through helping to relieve water poverty in Yorkshire when reviewing the organisation's aims and objectives and in planning future activities.

The Trustees consider the key management personnel of the charity to be the Board of Trustees. The Trustees are in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All Trustees give their time freely and no Trustee remuneration was paid in the year (2024: £nil) other than the reimbursement of expenses, as disclosed in note 4.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Trust Officers

The Trust has a part-time Trust Manager (Claire Gott) with two part-time Trust Officers (Justine Gardner and Zarqa Manir) and a full-time Trust Officer (Tasleem Salaq). All resources are funded by Kelda Group Limited (Kelda Group) and work within a Service Level Agreement for the Trust. The employment and associated costs of these individuals are disclosed in the Statement of Financial Activities and related notes.

A Trust Secretary (Emily Priestley) and a Treasurer (Elliott Pashley) provide their services on a voluntary basis.

Structure, Governance and Management

Induction and Training of new Trustees

Trustees are appointed for an initial period of three years, after which they may resign or offer themselves for re-election for a further term of office. Trustees are appointed by way of general advertising via the local Citizen Advice Bureaux, Debt Agencies and Chambers of Trade. Applications are invited from anyone. The process of appointment involves a potential candidate submitting their CV to the Trust Officer which is then considered initially by the Trustees at a quarterly Trust meeting to draw up a short list. Candidates are then invited for interview by a panel comprising the Chairperson of the Trust, one or two Trustees and the Trust Manager. Once interviewed, selected, and references confirmed, the panel puts forward successful candidates for appointment to the next Trust Board meeting for approval.

- There are no provisions for any other person or body to appoint one or more Trustees.
- Trustees are appointed by deed by the existing Trustees pursuant to the provisions of the Trust Deed and the Trustee Act 2000.
- There are no restrictions imposed by the governing document concerning the way in which the charity operates or any specific investment powers that this requires to be described.
- The charity does not make any investments and accordingly does not have an investment policy.

On appointment, all new Trustees are given a copy of the Trust Deed, a copy of the most recent YWCT Business Plan, a Trust Information Pack and copies of the minutes from the past year's Trust meetings. They also receive a copy of appropriate information from the Charity Commission website – e.g. CC3(a) The Essential Trustee.

Trustee Audits are an important part of training where a Trust Officer is present. Here they have the opportunity to see actual application forms, giving them an insight into the individuals and families they have a responsibility to help.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

At least once each year, the Trust Manager gives a presentation at a quarterly meeting. This reminds all Trustees of the background to the Trust, etc. along with a review of the current criteria and recent activities. The Trust Officers are always available for advice and information.

Award Approval Process

All decisions regarding the payment of awards are made by the Trustees at their quarterly meetings or mid-audits. Authority to reject applications which do not meet the criteria for awards is delegated to the Trust Officer, but these are formally confirmed retrospectively by the Trustees. The Trustees also have the opportunity to review the applications for awards at mid-audits and final audits held each quarter.

Risks

The Trustees have examined the major strategic business and operational risks, which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The major risks identified are:

- Inadequate funding; which is mitigated by timely and accurate requests for funding made to the Kelda Group, as well as quarterly reporting of financial returns and operations status.
- Dependency on sole income source; which is mitigated by the Trust Chairperson liaising with senior executives of Kelda Group to provide updates on the charity's activities.
- Restrictions on types of awards; which is mitigated by the criteria for awards being revised to reflect restrictions and forward funding requests are made to Yorkshire Water if appropriate.
- Misuse of funds, including fraud (internal and external); which is mitigated by monitoring and auditing of applications by the Trustees and keeping an audit trail of the systems processing.
- Inadequate IT systems, which is mitigated by technical support provided by Kelda Group, regular data backups and system updates, disaster recovery procedures and security and authorisation procedures.
- Non-compliance with legislation and regulations, which is mitigated by monitoring compliance procedures and identification of issues where advice is required and access where necessary.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Achievements and Performance

- The Trust Officers have continued to maintain and create good relationships throughout the advice and support agencies in Yorkshire.
- In accordance with criteria set by the Trustees, awards totalling £1,191,480 (2024: £1,199,051) were made to 2,297 (2024: 2,422) successful applicants. These were identified as being the individuals and families most in need from the 2,865(2024: 3,024) applicants.
- Trustees and the Trust Officers have actively monitored and reviewed the criteria, in order to maximise the budget and to help them target the groups, individuals and families most in need in the community.
- During the year, every applicant who met the criteria received an award for the full amount to which they were entitled within the funding received from Kelda Group. Any additional applications entitled to awards in the year will be considered in next year's funding. External influences were inevitably an issue, due to the high levels of utility debt throughout the region, and indeed nationwide. As expected, external issues continued to affect the Trust, but it has continued to grant awards by passing on all funds received from Kelda Group.
- Of the Trustees, Nicola Browne is also employed by the Kelda Holdings Limited group of companies.
- As detailed on page 10 there was a decrease in applications sent out, throughout the financial year, the full budget was utilised in advance of year end due to the ongoing cost-of-living crisis, the Trust saw a 6% decrease in applications. It is expected that there will continue to be an effect of the cost-of-living crisis in 2026.

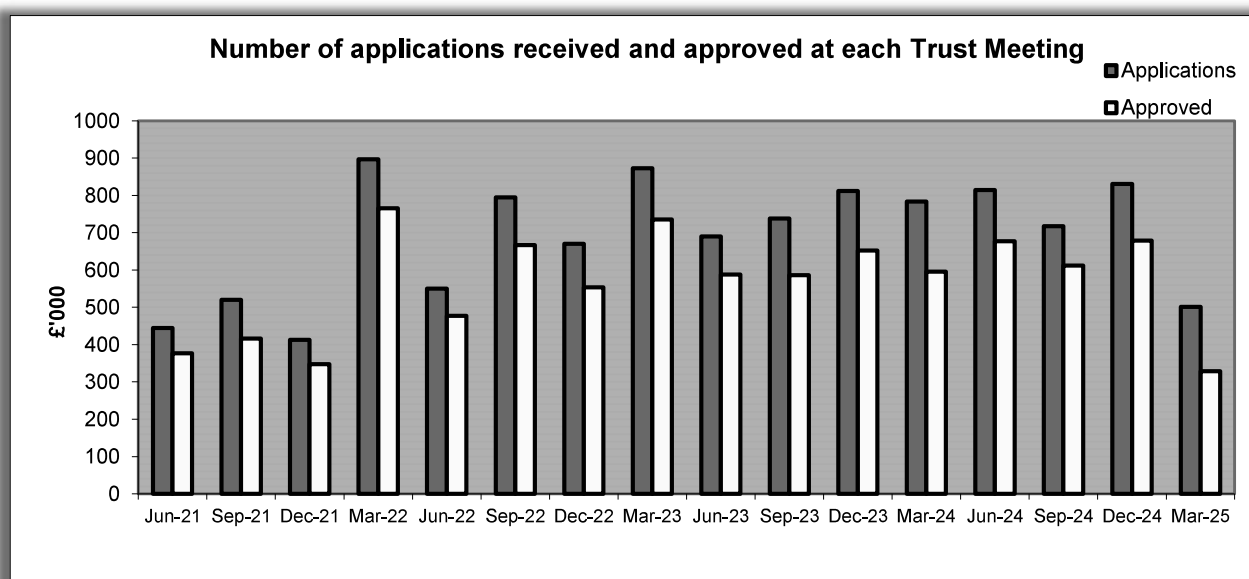


Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Analysis of Applications to YWCT

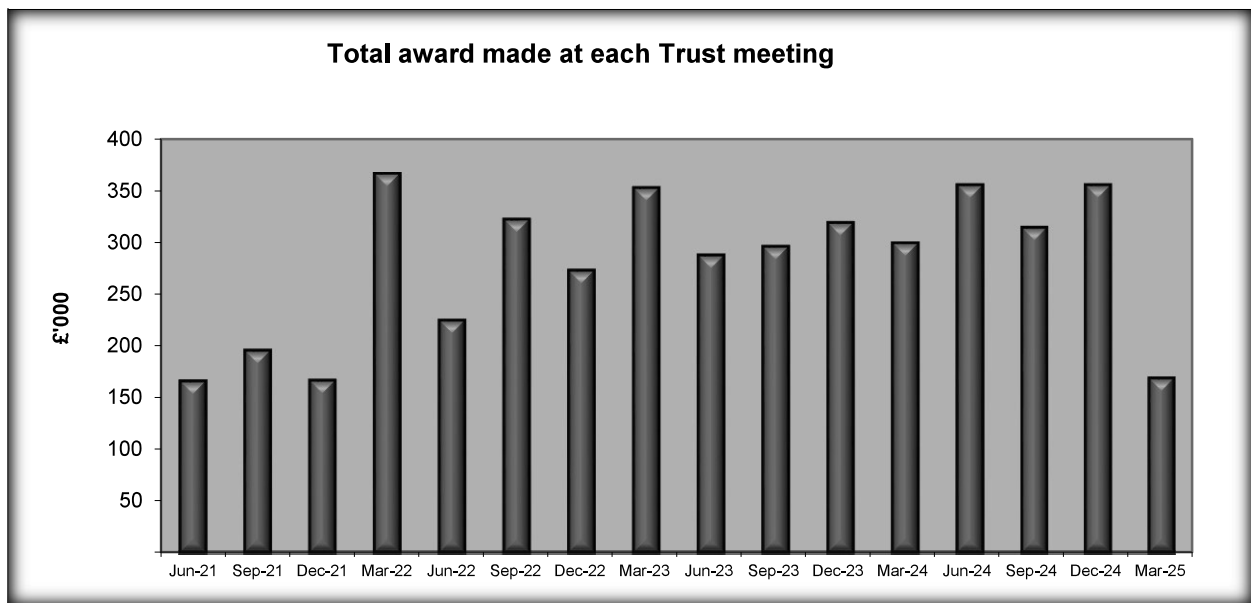
- During the year ended 31 March 2025, the Trust Officers sent out 12,087 (2024: 12,876) application forms to individuals which was an decrease of 6% (2024: 5% decrease) on the previous year. The majority of individual requests for application forms originated from referrals from Yorkshire Water credit control staff, with other requests from the various advice agencies and directly from individuals. Literature enclosed with Yorkshire Water bills made clear reference to the Trust.
- Awards were made according to the criteria set by Trustees and after full consideration of the applicants' individual circumstances based on details given on their application form (a few of which were confirmed by letter / telephone). In order to be successful, applicants must have firstly shown that they were in a multiple priority debt situation and must not have previously received an award from the Trust within the past two years. The whole situation of the household was then considered, particularly with regard to regular income and outgoings, overall level of debt, financial dependants, long-term illness or disability, and physical, emotional or financial vulnerability.
- Whilst it is accepted that not all applicants will have been helped, from the applications received, 80% (2024: 80%) have been assisted by the Trust. The following graphs show trends for the Trust over the last four years.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

The average award for the year ended 31 March 2025 was £519 (2024: £495).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Financial Review

Policy on Reserves

- It is the policy of the Trustees to pay awards to the full level of funding and throughout the year to maintain the reserves at a minimum level.
- The minimum level is approximately £5,000 (2024: £5,000) and is used to meet short term financing needs. This is unrestricted and available to be applied for the general purpose of the charity. Free reserves as at 31 March 2025 were £15,354 (2024: £9,714), in line with the policy.

Principal Funding Source

The principal funding source for the Trust is Kelda Group, it is the Trustees' expectations that this funding will continue for the foreseeable future.

Investments

No investments are held by the Trust.

Fundraising

The Trust receives donations from Kelda Group and does not undertake any external fundraising activities.

Review of Awards

YWCT approved awards as follows:

Date of Meeting	Amount Paid (£)	No of Awards
June 2024	354,655	677
September 2024	313,667	612
December 2024	354,497	679
March 2025	168,661	329

These awards amounted to a total of £1,199,480 (2024: £1,199,051).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

The Trust Manager formally reports at least quarterly to Trustees, to show the budgetary position and other relevant information. No awards are made until formally approved by Trustees, as set out below:

- the application is checked for completeness and signature;
- decision made on basis of current criteria;
- unsuccessful and potentially successful applicants are advised in writing;
- application and decision checked by third party;
- Trustees approve awards at mid-audit or quarterly meeting; and
- awards made and successful applicants informed in writing.

Going concern

The Trustees believe that preparing the Financial Statements on the going concern basis is appropriate. YWCT has no commitments and has total discretion over grants made from available cash reserves received from Kelda Group.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Plans for the future

- The Trust will continue to play a role in moving charitable organisations forward within the utility sector, particularly in the Yorkshire region.
- Trustees and Trust Officers will continue to work with advice agencies and Kelda Group colleagues in raising awareness of the Trust across the region, targeting the most appropriate groups of individuals and families.
- There will be an ongoing process of reviewing the criteria and operating procedures of the Trust, maximising the budget.
- Trustees will continue to look for evidence that they are making a difference to the lives of some of our most vulnerable individuals and families.
- The Trust will continue to make awards in line with its objectives, listed on page 3, for the foreseeable future.

Independent auditor

Azets Audit Services Limited have indicated their willingness to stand for reappointment, and arrangements have been made with the Trustees for reappointment..



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

The Trustees' responsibilities statement

The Trustees are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

The law applicable to charities in England and Wales requires the Trustees to prepare Financial Statements for each financial year which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period.

In preparing these Financial Statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed; and
- prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the Financial Statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.

Under the Charities Act 2011, the Trustees must not approve the Financial Statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period.



Kath Pinnock on behalf of the Trustees

Trustee

Date: 04/11/2025



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Independent auditor's report to the Trustees of Yorkshire Water Community Trust

Report on the audit of the Financial Statements

Opinion

We have audited the Financial Statements of Yorkshire Water Community Trust for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the Financial Statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the Financial Statements:

- give a true and fair view of the state of the Trust's affairs as at 31 March 2025 and of its surplus for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the Trust in accordance with the ethical requirements that are relevant to our audit of the Financial Statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees use of the going concern basis of accounting in the preparation of the Financial Statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the trust's ability to continue as a going concern for a period of at least twelve months from when the Financial Statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Independent auditor's report to the Trustees of Yorkshire Water Community Trust *(continued)*

Other information

The other information comprises the information included in the Annual Report other than the Financial Statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the Financial Statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Financial Statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the Financial Statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees report for the financial year for which the Financial Statements are prepared is consistent with the Financial Statements; and
- the Trustees report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Trust and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report. We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the Financial Statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees specified by law are not made; or
- we have not received all the information and explanations we require for our audit.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Independent auditor's report to the Trustees of Yorkshire Water Community Trust *(continued)*

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the Financial Statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of Financial Statements that are free from material misstatement, whether due to fraud or error. In preparing the Financial Statements, the Trustees are responsible for assessing the Trust's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Trust or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the Financial Statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

Independent auditor's report to the Trustees of Yorkshire Water Community Trust *(continued)*

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection;
- Reviewing Financial Statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.
- Performing audit work over the timing and recognition of income and in particular whether it has been recorded in the correct accounting period.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the Financial Statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the Financial Statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the Charity's Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Jessica Lawrence

Jessica Lawrence (Senior Statutory Auditor)

Azets Audit Services Limited

12 King Street, Leeds, LS1 2HL

Date: 10/11/2025



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Statement of Financial Activities for the year ended 31 March 2025

	Notes	Total unrestricted funds for the year ended 31 March 2025	Total unrestricted funds for the year ended 31 March 2024
		£	£
Income			
Donations and Legacies			
Donations	3	1,298,172	1,293,233
Total Income		1,298,172	1,293,233
Expenditure			
Charitable Activities			
Charitable activities in the year	7	(1,292,532)	(1,293,233)
Total Expenditure		(1,292,532)	(1,293,233)
Net movement in funds		5,640	-
Fund balances brought forward at 1 April		9,714	9,714
Fund balances carried forward at 31 March		15,354	9,714

All amounts related to continuing operations.

The charity has no gains and losses other than those included in the results above in the current and prior year. All funds are unrestricted.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Balance Sheet as at 31 March 2025

		31 March 2025	<i>31 March 2024</i>
	Notes	£	£
Current Assets			
Cash at bank and in hand		315,354	309,714
Liabilities due < 1 year			
Deferred Income	8	(300,000)	(300,000)
Net Assets		15,354	9,714
The Funds of the Charity			
Unrestricted funds		15,354	9,714
Total Charity Funds		15,354	9,714

These Financial Statements on pages 20 to 26 for YWCT, registered number 1047923, were approved by the Trustees and authorised for issue on. They were signed on its behalf by:

Kath Pinnock.

.....
Kath Pinnock

Trustee

Date: 04/11/2025



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Statement of cash flows for the year ended 31 March 2025

		Year ended 31 March 2025 £	<i>Year ended 31 March 2024 £</i>
Donations from Kelda Group	3	1,197,120	1,199,051
Charitable grants payable	7	(1,191,480)	(1,199,051)
Net movements in funds for the year		5,640	-
Net cash flows from Trust activities		5,640	-
Cash at bank and in hand at the start of the year		309,714	309,714
Cash at bank and in hand at the end of the year		315,354	309,714

Material Non-Cash Transactions

During the period ended 31 March 2025 £101,052 (2024: £94,182) of costs were incurred in relation to support and other costs (note 4). However the costs of these services were donated in full by Kelda Group. There were no cash equivalents at 31 March 2025 (2024: none).

The notes overleaf form part of these Financial Statements.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

The charity is a public benefit charity and is an unincorporated charitable Trust.

1. Accounting Policies

Basis of preparation

The Financial Statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)).

The Financial Statements have been prepared on the historic cost basis and accounting policies have been consistently applied.

The functional currency of the Trust is pounds sterling, and the Financial Statements are presented in pounds sterling rounded to the nearest £1. Cash at bank and in hand comprise cash balances.

Income

Recognised when the Trust has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donated support and other services are recognised on of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Expenditure

Charitable expenditure is recognised in the Financial Statements once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel and governance costs which support the charity's activities.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025 *(continued)*

1. Accounting Policies *(continued)*

Liabilities

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

2. Accounting estimates and judgements

The preparation of Financial Statements in accordance with FRS 102 requires the use of certain critical accounting estimates. It also requires Trustees to exercise their judgement in the process of applying the Trust's accounting policies.

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

After review, the Trustees consider that there are no critical estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the Financial Statements.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025 (continued)

3. Funds

The income funds of the charity are all unrestricted.

The following funding was received by way of donations from Kelda Group in the year.

	2025	2024
	£	£
Donations	1,197,120	1,199,051
Support Costs (note 4)	101,052	94,182
Total donations	1,298,172	1,293,233

Donations include £300,000 (2024: £300,000) received in advance from Kelda Group and are disclosed as deferred income (see note 8).

4. Support and Other Costs

The following support and expense costs were incurred by the charity during the year.

	2025	2024
	£	£
Kelda Group		
Support costs	92,462	86,157
Other costs including audit fees	8,480	7,650
Trustees		
Trustee expenses paid to ten Trustees (2024: ten)	110	375
Total	101,052	94,182

Support costs included the following full time and part-time staff resources and associated costs who are employed within the Kelda Group: full time: one (2024: one), part-time: three (2024: three). The Trust has no directly employed staff.

Support costs included governance costs relating to audit fees (note 5) of £8,480 (2024: £7,650).

The Trustees receive no remuneration for their services other than reimbursed expenses as disclosed above.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025 (continued)

5. Auditor's Remuneration

	2025	2024
	£	£
Audit of these Financial Statements	8,480	7,650

Audit fees are paid by Kelda Group.

6. Related-party transactions

There are no related party transactions in the reporting period that require disclosure (2024: none) other than reimbursed Trustee expenses as disclosed in note 4.

7. Grant-making activities

2025

	Grants to Individuals	Support Costs (note 4)	Total
	£	£	£
Charitable grants payable for the benefit of individuals in financial need	1,191,480	101,052	1,292,532

2024

	Grants to Individuals	Support Costs	Total
	£	£	£
Charitable grants payable for the benefit of individuals in financial need	1,199,051	94,182	1,293,233

8. Liabilities due less than 1 year

Deferred income of £300,000 (2024: £300,000) relates to donations received in advance from Kelda Group.

9. Ultimate Controlling Party

The charity's ultimate controlling party is the Board of Trustees.



Accounts

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Registered No. 1047923

ANNUAL REPORT

AND

FINANCIAL STATEMENTS

2024



The Yorkshire Water
COMMUNITY TRUST

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Contents

	Page
Trustees' Annual Report for the year ended 31 March 2024	2
The Trustees' responsibilities statement	15
Independent auditor's report to the Trustees of Yorkshire Water Community Trust	16
Statement of Financial Activities for the year ended 31 March 2024	20
Balance Sheet as at 31 March 2024	21
Statement of cash flows for the year ended 31 March 2024	22
Notes to the Financial Statements for the year ended 31 March 2024	23



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Trustees' Annual Report for the year ended 31 March 2024

Yorkshire Water Community Trust (YWCT), Freepost BD3074, Bradford, West Yorkshire, BD3 7BR, is registered with the Charity Commission (No. 1047923) and constituted by Deed of Trust dated 27 June 1995 that operated for an initial period of 21 years. A new Trust Deed was approved and signed on 9 June 2016.

Bankers and Independent Auditor

Bank:

National Westminster Bank Plc
City Office
Park Row
Leeds
LS1 1QS

Independent auditor:
Azets Services Limited
12 King Street
Leeds
LS1 2HL



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Objectives and Activities

The primary aims and legal purpose of the Trust are:

- To help those who are in conditions of need and who are unable to meet or pay for 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;
- To make donations to charitable or other institutions as the Trustees in their absolute discretion think fit; and
- To play a role in the establishment of Trust Funds throughout the water industry.

All these key activities are of significant public benefit.

It is important to encourage and maintain enthusiasm from all Trustees, to get their commitment to fulfil the role effectively, playing an important part in the process. It is particularly important that new Trustees participate in customer application audits, so they can get a real feel for our customers. This helps them to make decisions around the criteria, ensuring that the Trust continues to help the most in need, right across the region.

The need is recognised by Trustees and Officers to continue to raise the profile of the Trust in the right areas, and to demonstrate a strong business case to Yorkshire Water Services Limited (Yorkshire Water) for its continued involvement.

Reference and Administrative details

The charity Trustees who served during the year and up until the date of signing the Annual Report were:

Mrs K Pinnock (Chairperson)
Mr P M Leadbetter MVO
Mr B Miah
Mrs A Thewlis
Mrs G Beniston
Mr A Hunt
Ms S Clayton
Mrs N Browne
Mrs S Cheetham (appointed 21 May 2024)
Mrs F Patel (appointed 21 May 2024)
Mrs G P Pilling (resigned 22 February 2024)



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

The Trustees collectively provide the diverse mix of skills, experience and knowledge required to run the Trust effectively:

- Baroness Kathryn Pinnock (Kath) was appointed to the Board of Yorkshire Water as an independent non-executive director in March 2008. Kath stepped down from the Board of Yorkshire Water in August 2017. Kath has been a councillor with Kirklees Council since 1987 and has held the post of Leader of the Council from 2000 to 2006. She is a vice president of the Local Government Association and was both a board member of Yorkshire Forward from 2000 to 2012 and a member of the executive of Yorkshire and Humber Regional Assembly from 2000 to 2006. Kath was a regional peer for the Local Government Improvement and Development Agency which involved working with councils and councillors to improve the quality of local government.

Kath was awarded an honorary doctorate by the University of Huddersfield in 2015 for services to Local Government. She was appointed to the Governing Body of the University in 2016. In 2014 Kath was awarded a Peerage and speaks on Local Government and children's issues in the House of Lords.

- Phil Leadbetter MVO retired in March 2004 with the rank of Wing Commander after a 37-year career in the Royal Air Force. He is a member of the Soldiers Sailors Airmen and Families Association (SSAFA) – Forces Help and served as a Divisional Secretary for three years. He is also a former Chairman of the local branch of the Royal Air Force Association.
- Babul Miah is a practising solicitor and specialises in litigation disputes including civil, personal injury, employment and immigration matters. He has worked for leading Yorkshire firm Gordons LLP and was a former partner at Derbyshire firm Chapman & Chubb. He is currently working as a Consultant at Larkman Lodh Solicitors in Sheffield & Nottingham. He is also a trained mediator, dealing with pro-bono neighbour disputes.
- Ariane Thewlis previously worked for the Direct Line Group for 16 years in various roles and was a Complaints manager when she left to join Loop. She has worked for Loop as a Collections Manager for nearly ten years looking at collection of debt and balancing customer and business needs and ensuring customers are offered the support, they need to be able to get out of debt with the focus on vulnerability. She has led the Loop Wellbeing Group for the last eight years supporting colleagues and identifying and raising awareness for Mental, Physical, and financial health. As she is a Collections manager, she can provide a different perspective to some of the challenges that people are facing.
- Ginger Beniston is Head of Quality and Compliance for a large, established mental health charity which specialises in supporting individuals with poor mental health and problem debt. Ginger used to manage the Mental Health Crisis Breathing Space Scheme (aka, The Debt Respite Scheme) whereby individuals receiving mental health crisis treatment, could apply for legal protections against creditor action. In April 2023 Ginger was seconded to her current role in managing the FCA responsibility of the Mental Health & Money Advice Service. Ginger has worked in the charity sector since 2017 and previous to that, worked in the Banking sector since moving to the UK from Canada in 2001.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

- Adrian Hunt enlisted in May 1975 to the Royal Armoured Corps Junior Leaders Regiment stationed in Bovington, Dorset. The highlight of his career was being nominated as the Queens driver for the Royal Tank Regiments Standard Parade in 1985. Adrian left the regular army in 1998 after a full career (23 years). Adrian joined the Army Reserves in 2000 and commissioned in 2005. He is currently serving with the Army Reserves in Co Durham with 102 Battalion Royal Electrical Mechanical Engineers as the Battalion 2nd In Command and Operations Officer. Adrian holds the appointment of Branch Secretary for SSAFA South Yorkshire and sits on a number of Local Authority Armed Forces Community Covenant Boards as the SSAFA military representative.
- Sarah Clayton is the Head of Housing Management at Kirklees Neighbourhood Housing managing services to 23,000 council homes across Kirklees. Previous to this, she was the Head of Housing Strategy for Salford City Council for ten years which included dealing with the regeneration schemes in deprived areas to help develop new affordable homes. She has worked in the housing sector since 1986.
- Nicola Browne has worked for Yorkshire Water/Loop for the past 26 years having commenced her journey with Yorkshire Water in Sept 1995 as a Customer Service Graduate. Around 1998, she moved to Advertising and Publicity and then to Sales and Marketing. In 2000, she transferred to Loop where she undertook a variety of roles within Account Management, Marketing, Internal and External Communication and then took over the management of Loop's Change Programme. She currently works in the wider Integration and Improvement Team as Business Change Manager and manage a team of Implementation Managers and the Loop Communication Specialist.
- Sarah Cheetham joined as a Trustee in May 2024. Sarah has worked at StepChange Debt Charity since 2001 and is a member of their Senior Leadership Team. She currently holds the position of Head of Operating Subsidiaries, where she's responsible for their IVA, Equity Release and Mortgage businesses. Prior to this she held the position of Head of Debt Advice and Head of Operational Service Delivery. Sarah brings a wealth of experience from the charity and debt advice sector, including operational leadership, change management and product management.
- Fayaz Patel joined as a Trustee in May 2024. Fayaz has over a decade of experience in asset management within the utility engineering and process industry, specifically in the oil and gas sector. As an electrical engineer specialised in power systems, he started his career offshore on an oil and gas platform, where he developed my skills as an electrical specialist at ConocoPhillips. Currently, he works onshore with National Gas Transmission in the Asset Engineering department, providing electrical engineering expertise for CapEx projects. In his role, he provides engineering and technical support throughout the lifecycle of projects and he is responsible for technical audits, ensuring compliance with key legislation, regulatory, policy and procedural requirements related to electrical work on compressor and terminal sites across the United Kingdom.
- During the year Penny Pilling resigned as a Trustee.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

The expenses of the Trustees are covered by the Trust. The Trustees have taken into consideration the Charity Commission guidance on public benefit. The Trust aims to benefit the public through helping to relieve water poverty in Yorkshire when reviewing the organisation's aims and objectives and in planning future activities.

The Trustees consider the key management personnel of the charity to be the Board of Trustees. The Trustees are in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All Trustees give their time freely and no Trustee remuneration was paid in the year (2023: £nil) other than the reimbursement of expenses, as disclosed in note 4.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Trust Officers

The Trust has a part-time Trust Manager (Claire Gott) with two part-time Trust Officers (Justine Gardner and Zarqa Manir) and a full-time Trust Officer (Tasleem Salaq). All resources are funded by Kelda Group Limited (Kelda Group) and work within a Service Level Agreement for the Trust. The employment and associated costs of these individuals are disclosed in the Statement of Financial Activities and related notes.

A Trust Secretary (Emily Priestley) and a Treasurer (Elliott Pashley) provide their services on a voluntary basis.

Structure, Governance and Management

Induction and Training of new Trustees

Trustees are appointed for an initial period of three years, after which they may resign or offer themselves for re-election for a further term of office. Trustees are appointed by way of general advertising via the local Citizen Advice Bureaux, Debt Agencies and Chambers of Trade. Applications are invited from anyone. The process of appointment involves a potential candidate submitting their CV to the Trust Officer which is then considered initially by the Trustees at a quarterly Trust meeting to draw up a short list. Candidates are then invited for interview by a panel comprising the Chairperson of the Trust, one or two Trustees and the Trust Manager. Once interviewed, selected, and references confirmed, the panel puts forward successful candidates for appointment to the next Trust Board meeting for approval.

- There are no provisions for any other person or body to appoint one or more Trustees.
- Trustees are appointed by deed by the existing Trustees pursuant to the provisions of the Trust Deed and the Trustee Act 2000.
- There are no restrictions imposed by the governing document concerning the way in which the charity operates or any specific investment powers that this requires to be described.
- The charity does not make any investments and accordingly does not have an investment policy.

On appointment, all new Trustees are given a copy of the Trust Deed, a copy of the most recent YWCT Business Plan, a Trust Information Pack and copies of the minutes from the past year's Trust meetings. They also receive a copy of appropriate information from the Charity Commission website – e.g. CC3(a) The Essential Trustee.

Trustee Audits are an important part of training where a Trust Officer is present. Here they have the opportunity to see actual application forms, giving them an insight into the individuals and families they have a responsibility to help.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

At least once each year, the Trust Manager gives a presentation at a quarterly meeting. This reminds all Trustees of the background to the Trust, etc. along with a review of the current criteria and recent activities. The Trust Officers are always available for advice and information.

Award Approval Process

All decisions regarding the payment of awards are made by the Trustees at their quarterly meetings or mid-audits. Authority to reject applications which do not meet the criteria for awards is delegated to the Trust Officer, but these are formally confirmed retrospectively by the Trustees. The Trustees also have the opportunity to review the applications for awards at mid-audits and final audits held each quarter.

Risks

The Trustees have examined the major strategic business and operational risks, which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The major risks identified are:

- Inadequate funding; which is mitigated by timely and accurate requests for funding made to the Kelda Group, as well as quarterly reporting of financial returns and operations status.
- Dependency on sole income source; which is mitigated by the Trust Chairperson liaising with senior executives of Kelda Group to provide updates on the charity's activities.
- Restrictions on types of awards; which is mitigated by the criteria for awards being revised to reflect restrictions and forward funding requests are made to Yorkshire Water if appropriate.
- Misuse of funds, including fraud (internal and external); which is mitigated by monitoring and auditing of applications by the Trustees and keeping an audit trail of the systems processing.
- Inadequate IT systems, which is mitigated by technical support provided by Kelda Group, regular data backups and system updates, disaster recovery procedures and security and authorisation procedures.
- Non-compliance with legislation and regulations, which is mitigated by monitoring compliance procedures and identification of issues where advice is required and access where necessary.

Achievements and Performance

- The Trust Officers have continued to maintain and create good relationships throughout the advice and support agencies in Yorkshire.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

- In accordance with criteria set by the Trustees, awards totalling £1,199,051 (2023: £1,169,681) were made to 2,422 (2023: 2,434) successful applicants. These were identified as being the individuals and families most in need from the 3,024 (2023: 2,888) applicants.
- Trustees and the Trust Officers have actively monitored and reviewed the criteria, in order to maximise the budget and to help them target the groups, individuals and families most in need in the community.
- During the year, every applicant who met the criteria received an award for the full amount to which they were entitled within the funding received from Kelda Group. Any additional applications entitled to awards in the year will be considered in next year's funding. External influences were inevitably an issue, due to the high levels of utility debt throughout the region, and indeed nationwide. As expected, external issues continued to affect the Trust, but it has continued to grant awards by passing on all funds received from Kelda Group.
- Of the Trustees, Nicola Browne is also employed by the Kelda Holdings Limited group of companies.
- Whilst as detailed on page 10 there was a decrease in applications sent out, throughout the financial year, due to the ongoing cost-of-living crisis, the Trust saw a 4.7% increase in applications. It is expected that there will continue to be an effect of the cost-of-living crisis in 2025.

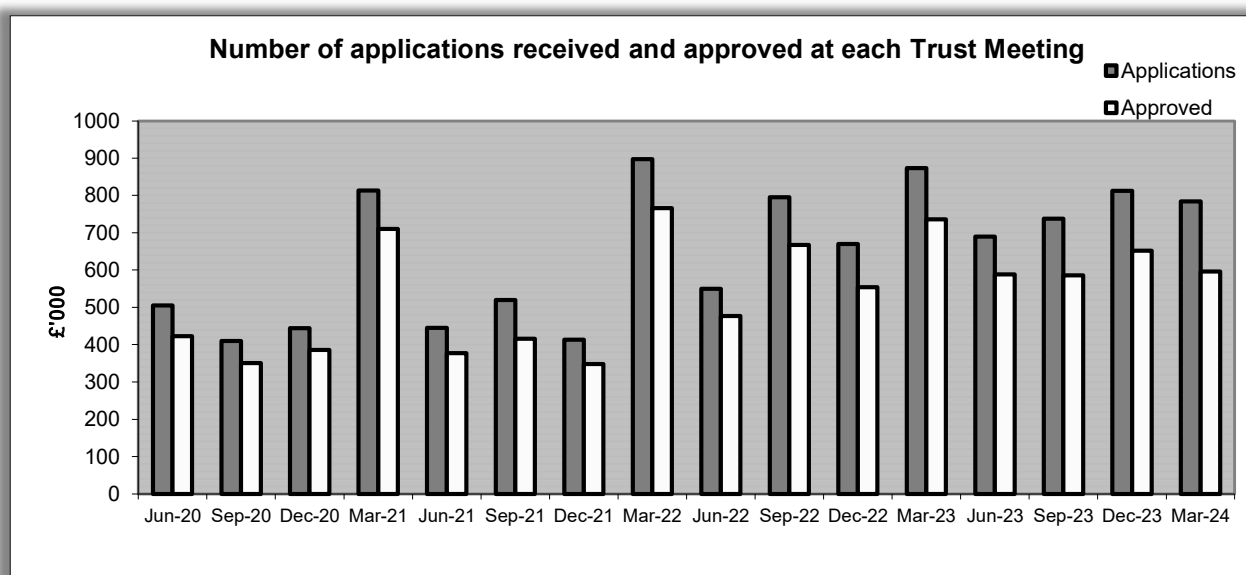


Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Analysis of Applications to YWCT

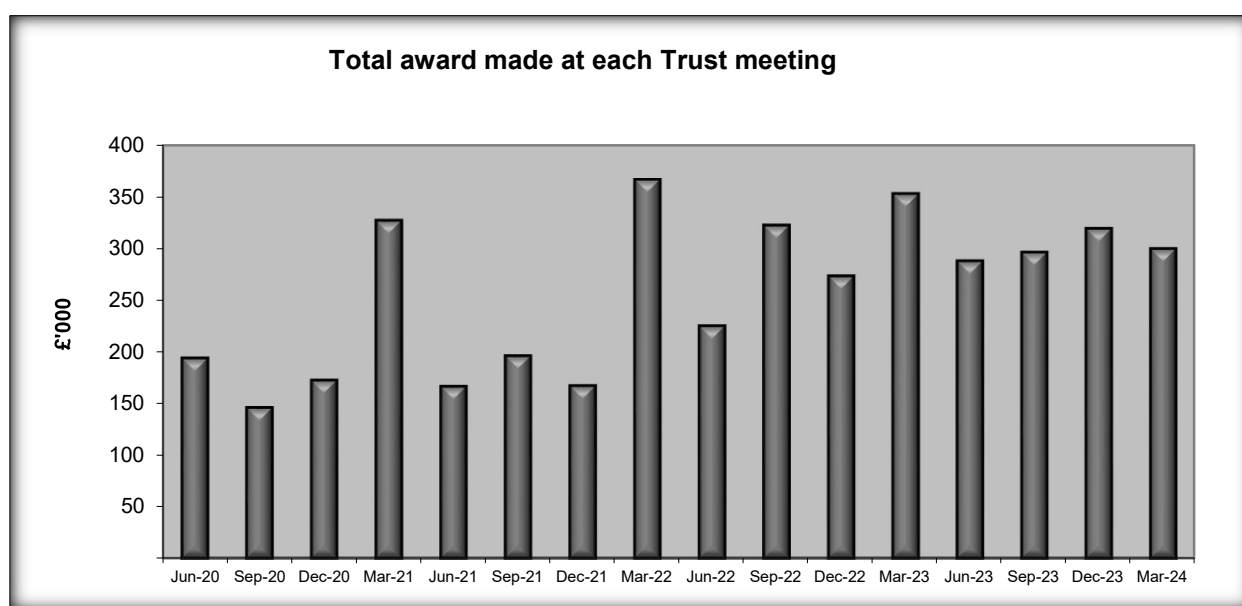
- During the year ended 31 March 2024, the Trust Officers sent out 12,876 (2023: 13,556) application forms to individuals which was an decrease of 5% (2023: 33% increase) on the previous year. The majority of individual requests for Application Forms originated from referrals from Yorkshire Water credit control staff, with other requests from the various advice agencies and individuals direct. Literature enclosed with Yorkshire Water bills made clear reference to the Trust.
- Awards were made according to the criteria set by Trustees and after full consideration of the applicants' individual circumstances based on details given on their Application Form (a few of which were confirmed by letter / telephone). In order to be successful, applicants must have firstly shown that they were in a multiple priority debt situation and must not have received a previous award from the Trust within the past two years. The whole situation of the household was then considered, particularly with regard to regular income and outgoings, overall level of debt, financial dependants, long-term illness or disability, and physical, emotional or financial vulnerability.
- Whilst it is accepted that not all applicants will have been helped, from the applications received, 80% (2023: 84%) have been assisted by the Trust. The following graphs show trends for the Trust over the last four years.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

The average award for the year ended 31 March 2024 was £495 (2023: £481).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Financial Review

Policy on Reserves

- It is the policy of the Trustees to pay awards to the full level of funding and throughout the year to maintain the reserves at a minimum level.
- The minimum level is approximately £5,000 (2023: £5,000) and is used to meet short term financing needs. This is unrestricted and available to be applied for the general purpose of the charity. Free reserves as at 31 March 2024 were £9,714 (2023: £9,714), in line with the policy.

Principal Funding Source

The principal funding source for the Trust is Kelda Group, it is the Trustees' expectations that this funding will continue for the foreseeable future.

Investments

No investments are held by the Trust.

Fundraising

The Trust receives donations from Kelda Group and does not undertake any external fundraising activities.

Review of Awards

YWCT approved awards as follows:

Date of Meeting	Amount Paid (£)	No of Awards
June 2023	286,937	588
September 2023	295,228	586
December 2023	318,305	652
March 2024	298,581	596

These awards amounted to a total of £1,199,051 (2023: £1,169,681).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

The Trust Manager formally reports at least quarterly to Trustees, to show the budgetary position and other relevant information. No awards are made until formally approved by Trustees, as set out below:

- the application is checked for completeness and signature;
- decision made on basis of current criteria;
- unsuccessful and potentially successful applicants are advised in writing;
- application and decision checked by third party;
- Trustees approve awards at mid-audit or quarterly meeting; and
- awards made and successful applicants informed in writing.

Going concern

The Trustees believe that preparing the Financial Statements on the going concern basis is appropriate. YWCT has no commitments and has total discretion over grants made from available cash reserves received from Kelda Group, please see note 1 for full going concern considerations.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Plans for the future

- The Trust will continue to play a role in moving charitable organisations forward within the utility sector, particularly in the Yorkshire region.
- Trustees and Trust Officers will continue to work with advice agencies and Kelda Group colleagues in raising awareness of the Trust across the region, targeting the most appropriate groups of individuals and families.
- There will be an ongoing process of reviewing the criteria and operating procedures of the Trust, maximising the budget.
- Trustees will continue to look for evidence that they are making a difference to the lives of some of our most vulnerable individuals and families.
- The Trust will continue to make awards in line with its objectives, listed on page 3, for the foreseeable future.

Independent auditor

Azets Audit Services Limited were appointed auditor to the Trust during the year. Azets Audit Services Limited have indicated their willingness to stand for reappointment, and arrangements have been made with the Trustees for reappointment.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

The Trustees' responsibilities statement

The Trustees are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

The law applicable to charities in England and Wales requires the Trustees to prepare Financial Statements for each financial year which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period.

In preparing these Financial Statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed; and
- prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the Financial Statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.

Under the Charities Act 2011, the Trustees must not approve the Financial Statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period.



Kath Pinnock on behalf of the Trustees

Trustee

Date: 5 September 2024



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Independent auditor's report to the Trustees of Yorkshire Water Community Trust

Report on the audit of the Financial Statements

Opinion

We have audited the Financial Statements of Yorkshire Water Community Trust for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the Financial Statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the Financial Statements:

- give a true and fair view of the state of the Trust's affairs as at 31 March 2024 and of its surplus for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the Trust in accordance with the ethical requirements that are relevant to our audit of the Financial Statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees use of the going concern basis of accounting in the preparation of the Financial Statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the trust's ability to continue as a going concern for a period of at least twelve months from when the Financial Statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Independent auditor's report to the Trustees of Yorkshire Water Community Trust *(continued)*

Other information

The other information comprises the information included in the Annual Report other than the Financial Statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the Financial Statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Financial Statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the Financial Statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees report for the financial year for which the Financial Statements are prepared is consistent with the Financial Statements; and
- the Trustees report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Trust and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report. We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the Financial Statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees specified by law are not made; or
- we have not received all the information and explanations we require for our audit.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Independent auditor's report to the Trustees of Yorkshire Water Community Trust *(continued)*

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the Financial Statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of Financial Statements that are free from material misstatement, whether due to fraud or error. In preparing the Financial Statements, the Trustees are responsible for assessing the Trust's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Trust or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the Financial Statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Independent auditor's report to the Trustees of Yorkshire Water Community Trust *(continued)*

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection;
- Reviewing Financial Statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.
- Performing audit work over the timing and recognition of income and in particular whether it has been recorded in the correct accounting period.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the Financial Statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the Financial Statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the Charity's Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Azets Audit Services Limited

Azets Audit Services Limited

12 King Street, Leeds, LS1 2HL

Date:

16/09/2024



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Statement of Financial Activities for the year ended 31 March 2024

	Notes	Total unrestricted funds for the year ended 31 March 2024	Total unrestricted funds for the year ended 31 March 2023
		£	£
Income			
Donations and Legacies			
Donations	3	1,293,233	1,230,897
Total Income		1,293,233	1,230,897
Expenditure			
Charitable Activities			
Charitable activities in the year	7	(1,293,233)	(1,228,429)
Total Expenditure		(1,293,233)	(1,228,429)
Net movement in funds		-	2,468
Fund balances brought forward at 1 April		9,714	7,246
Fund balances carried forward at 31 March		9,714	9,714

All amounts related to continuing operations.

The charity has no gains and losses other than those included in the results above in the current and prior year. All funds are unrestricted.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Balance Sheet as at 31 March 2024

		31 March	<i>31 March</i>
		2024	<i>2023</i>
	Notes	£	£
Current Assets			
Cash at bank and in hand		309,714	309,714
Liabilities due < 1 year			
Deferred Income	8	(300,000)	(300,000)
Net Assets		9,714	9,714
The Funds of the Charity			
Unrestricted funds		9,714	9,714
Total Charity Funds		9,714	9,714

These Financial Statements on pages 20 to 26 of YWCT, registered number 1047923, were approved by the Trustees and authorised for issue on 5 September 2024. They were signed on its behalf by:

Kath Pinnock.

Kath Pinnock
Trustee



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Statement of cash flows for the year ended 31 March 2024

		Year ended 31 March 2024 £	Year ended 31 March 2023 £
Donations from Kelda Group	3	1,199,051	1,472,149
Charitable grants payable	7	(1,199,051)	(1,169,681)
Net movements in funds for the year		-	302,468
Net cash flows from Trust activities		-	302,468
Cash at bank and in hand at the start of the year		309,714	7,246
Cash at bank and in hand at the end of the year		309,714	309,714

Material Non-Cash Transactions

During the period ended 31 March 2024 £94,182 (2023: £58,748) of costs were incurred in relation to support and other costs (note 4). However the costs of these services were donated in full by Kelda Group. There were no cash equivalents at 31 March 2024 (2023: none).

The notes overleaf form part of these Financial Statements.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Notes to the Financial Statements for the year ended 31 March 2024

The charity is a public benefit charity and is an unincorporated charitable Trust.

1. Accounting Policies

Basis of preparation

The Financial Statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)).

The Financial Statements have been prepared on the historic cost basis and accounting policies have been consistently applied.

The functional currency of the Trust is pounds sterling, and the Financial Statements are presented in pounds sterling rounded to the nearest £1. Cash at bank and in hand comprise cash balances.

Income

Recognised when the Trust has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donated support and other services are recognised on of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Expenditure

Charitable expenditure is recognised in the Financial Statements once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel and governance costs which support the charity's activities.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Notes to the Financial Statements for the year ended 31 March 2024 *(continued)*

1. Accounting Policies *(continued)*

Liabilities *(continued)*

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

2. Accounting estimates and judgements

The preparation of Financial Statements in accordance with FRS 102 requires the use of certain critical accounting estimates. It also requires Trustees to exercise their judgement in the process of applying the Trust's accounting policies.

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

After review, the Trustees consider that there are no critical estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the Financial Statements.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Notes to the Financial Statements for the year ended 31 March 2024 (continued)

3. Funds

The income funds of the charity are all unrestricted.

All funding is received by way of donations from Kelda Group being £1,199,051 (2023: £1,172,149) and support costs £94,182 (2023: £58,748). Donations include £300,000 (2023: £300,000) received in advance from Kelda Group and are disclosed as deferred income (see note 8).

4. Support and Other Costs

The following support and expense costs were incurred by the charity during the year.

	2024	2023
	£	£
Kelda Group		
Support costs	86,157	50,963
Other costs including audit fees	7,650	7,650
Trustees		
Trustee expenses paid to ten Trustees (2023: nine)	375	135
Total	94,182	58,748

Support costs included the following full time and part-time staff resources and associated costs who are employed within the Kelda Group: full time: one (2023: one), part-time: three (2023: three). The Trust has no directly employed staff.

Support costs included governance costs of £7,650 (2023: £7,650).

The Trustees receive no remuneration for their services other than reimbursed expenses as disclosed above.

5. Auditor's Remuneration

	2024	2023
	£	£
Audit of these Financial Statements	7,650	7,650

Audit fees are paid by Kelda Group.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2024

Notes to the Financial Statements for the year ended 31 March 2024 (continued)

6. Related-party transactions

There are no related party transactions in the reporting period that require disclosure (2023: none) other than reimbursed Trustee expenses as disclosed in note 4.

7. Grant-making activities

2024

	Grants to Individuals	Support Costs (note 4)	Total
	£	£	£
Charitable grants payable for the benefit of individuals in financial need	1,199,051	94,182	1,293,233
2023	Grants to Individuals £	Support Costs £	Total £
Charitable grants payable for the benefit of individuals in financial need	1,169,681	58,748	1,228,429

8. Liabilities due less than 1 year

Deferred income £300,000 (2023: £300,000) relating to donations received in advance from Kelda Group.

9. Ultimate Controlling Party

The charity's ultimate controlling party is the Board of Trustees.



Accounts

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Registered No. 1047923

ANNUAL REPORT

AND

FINANCIAL STATEMENTS

2023



The Yorkshire Water
COMMUNITY TRUST

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Contents

	Page
Trustees annual report for the year ended 31 March 2023	2
The Trustees' responsibilities statement	14
Independent auditor's report to the Trustees of Yorkshire Water Community Trust	15
Statement of Financial Activities for the year ended 31 March 2023	19
Balance Sheet as at 31 March 2023	20
Statement of cash flows for the year ended 31 March 2023	21
Notes to the Financial Statements for the year ended 31 March 2023	22



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Trustees annual report for the year ended 31 March 2023

Yorkshire Water Community Trust (YWCT), Freepost BD3074, Bradford, West Yorkshire, BD3 7BR, is registered with the Charity Commission (No. 1047923) and constituted by Deed of Trust dated 27 June 1995 that operated for an initial period of 21 years. A new trust deed was approved and signed on 9 June 2016.

Bankers and Independent Auditor

Bank:

National Westminster Bank Plc
City Office
Park Row
Leeds
LS1 1QS

Independent auditor:

Azets Services Limited
33 Park Place
Leeds
LS1 2RY



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Objectives and Activities

The primary aims and legal purpose of the Trust are:

- To help those who are in conditions of need and who are unable to meet or pay for 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;
- To make donations to charitable or other institutions as the Trustees in their absolute discretion think fit; and
- To play a role in the establishment of Trust Funds throughout the water industry.

All these key activities are of significant public benefit.

It is important to encourage and maintain enthusiasm from all Trustees, to get their commitment to fulfil the role effectively, playing an important part in the process. It is particularly important that new Trustees participate in customer application audits, so they can get a real feel for our customers. This helps them to make decisions around the criteria, ensuring that the Trust continues to help the most in need, right across the region.

The need is recognised by Trustees and Officers to continue to raise the profile of the Trust in the right areas, and to demonstrate a strong business case to Yorkshire Water Services Limited (Yorkshire Water) for its continued involvement.

Reference and Administrative details

The charity Trustees who served during the year and up until the date of signing the Annual Report were:

Mrs K Pinnock (Chairperson)
Mr P M Leadbetter MVO
Mr B Miah
Mrs G P Pilling
Mrs A Thewlis (appointed 1 September 2022)
Mrs G Beniston (appointed 1 June 2022)
Mr A Hunt
Ms S Clayton
Mrs N Browne
Mrs E White (resigned 16 August 2022)
Mr A Rose (resigned 1 April 2022)



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

The Trustees collectively provide the diverse mix of skills, experience and knowledge required to run the Trust effectively:

- Baroness Kathryn Pinnock (Kath) was appointed to the Board of Yorkshire Water as an independent non-executive director in March 2008. Kath stepped down from the Board of Yorkshire Water in August 2017. Kath has been a councillor with Kirklees Council since 1987 and has held the post of Leader of the Council from 2000 to 2006. She is a vice president of the Local Government Association and was both a board member of Yorkshire Forward from 2000 to 2012 and a member of the executive of Yorkshire and Humber Regional Assembly from 2000 to 2006. Kath was a regional peer for the Local Government Improvement and Development Agency which involved working with councils and councillors to improve the quality of local government.

Kath was awarded an honorary doctorate by the University of Huddersfield in 2015 for services to Local Government. She was appointed to the Governing Body of the University in 2016. In 2014 Kath was awarded a Peerage and speaks on Local Government and children's issues in the House of Lords.

- Phil Leadbetter MVO retired in March 2004 with the rank of Wing Commander after a 37-year career in the Royal Air Force. He is a member of the Soldiers Sailors Airmen and Families Association (SSAFA) – Forces Help and served as a Divisional Secretary for three years. He is also a former Chairman of the local branch of the Royal Air Force Association.
- Babul Miah is a practising solicitor and specialises in litigation disputes including civil, personal injury, employment and immigration matters. He has worked for leading Yorkshire firm Gordons LLP and was a former partner at Derbyshire firm Chapman & Chubb. He is currently working as a Consultant at Larkman Lodh Solicitors in Sheffield & Nottingham. He is also a trained mediator, dealing with pro-bono neighbour disputes.
- Penny Pilling previously used to manage Advocacy Services in the Hambleton and Richmondshire areas of North Yorkshire until retirement. She now works part-time on the Allocation Panel for Avalon, a service for adults with learning disabilities. She is also an Independent Custody Visitor for the North Yorkshire Police Authority.
- Nicola Browne has worked for Yorkshire Water/Loop for the past 25 years having commenced her journey with Yorkshire Water in Sept 1995 as a Customer Service Graduate. Around 1998, she moved to Advertising and Publicity and then to Sales and Marketing. In 2000, she transferred to Loop where she undertook a variety of roles within Account Management, Marketing, Internal and External Communication and then took over the management of Loop's Change Programme. She currently works in the wider Integration and Improvement Team as Business Change Manager and manage a team of Implementation Managers and the Loop Communication Specialist.
- Ariane Thewlis joined the Board in September 2022. She previously worked for the Direct Line Group for 16 years in various roles and was a Complaints manager when she left to join Loop. She has worked for Loop as a Collections Manager for nearly nine years looking at collection of debt and balancing customer and business needs and ensuring customers are offered the support, they need to be able to get out of debt with the focus on vulnerability. She has led the Loop Wellbeing Group for the last



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

seven years supporting colleagues and identifying and raising awareness for Mental, Physical, and financial health. As she is a Collections manager, she can provide a different perspective to some of the challenges that people are facing.

- Adrian Hunt enlisted in May 1975 to the Royal Armoured Corps Junior Leaders Regiment stationed in Bovington, Dorset. The highlight of his career was being nominated as the Queens driver for the Royal Tank Regiments Standard Parade in 1985. Adrian left the regular army in 1998 after a full career (23 years). Adrian joined the Army Reserves in 2000 and commissioned in 2005. He is currently serving with the Army Reserves in Co Durham with 102 Battalion Royal Electrical Mechanical Engineers as the Battalion 2nd In Command and Operations Officer. Adrian holds the appointment of Branch Secretary for SSAFA South Yorkshire and sits on a number of Local Authority Armed Forces Community Covenant Boards as the SSAFA military representative.
- Sarah Clayton is the Head of Housing Management at Kirklees Neighbourhood Housing managing services to 23,000 council homes across Kirklees. Previous to this, she was the Head of Housing Strategy for Salford City Council for ten years which included dealing with the regeneration schemes in deprived areas to help develop new affordable homes. She has worked in the housing sector since 1986.
- Ginger Beniston is Head of Quality and Compliance for a large, established mental health charity which specialises in supporting individuals with poor mental health and problem debt. Ginger used to manage the Mental Health Crisis Breathing Space Scheme (aka, The Debt Respite Scheme) whereby individuals receiving mental health crisis treatment, could apply for legal protections against creditor action. In April 2023 Ginger was seconded to her current role in managing the FCA responsibility of the Mental Health & Money Advice Service. Ginger has worked in the charity sector since 2017 and previous to that, worked in the Banking sector since moving to the UK from Canada in 2001.
- During the year two trustees, Andrew Rose and Elaine White resigned as Trustees.

The expenses of the Trustees are covered by the Trust. The Trustees have taken into consideration the Charity Commission guidance on public benefit. The trust aims to benefit the public through helping to relieve water poverty in Yorkshire when reviewing the organisation's aims and objectives and in planning future activities.

The Trustees consider the key management personnel of the charity to be the Board of Trustees. The Trustees are in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give their time freely and no trustee remuneration was paid in the year (2022: £nil) other than the reimbursement of expenses, as disclosed in note 6.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Trust Officers

The Trust has a part-time Trust Manager (Claire Gott) with two part-time Trust Officers (Justine Gardner and Zarqa Manir) and a full-time Trust Officer (Tasleem Salaq). All resources are funded by Kelda Group Limited (Kelda Group) and work within a Service Level Agreement for the Trust. The employment and associated costs of these individuals are disclosed in the Statement of Financial Activities and related notes.

A Trust Secretary (Emily Priestley) and a Treasurer (Elliott Pashley) provide their services on a voluntary basis.

Structure, Governance and Management

Induction and Training of new Trustees

Trustees are appointed for an initial period of three years, after which they may resign or offer themselves for re-election for a further term of office. Trustees are appointed by way of general advertising via the local Citizen Advice Bureaux, Debt Agencies and Chambers of Trade. Applications are invited from anyone. The process of appointment involves a potential candidate submitting their CV to the Trust Officer which is then considered initially by the Trustees at a quarterly Trust meeting to draw up a short list. Candidates are then invited for interview by a panel comprising the Chairman of the Trust, one or two Trustees and the Trust Manager. Once interviewed, selected, and references confirmed, the panel puts forward successful candidates for appointment to the next Trust Board meeting for approval.

- There are no provisions for any other person or body to appoint one or more Trustees.
- Trustees are appointed by deed by the existing Trustees pursuant to the provisions of the Trust Deed and the Trustee Act 2000.
- There are no restrictions imposed by the governing document concerning the way in which the charity operates or any specific investment powers that this requires to be described.
- The charity does not make any investments and accordingly does not have an investment policy.

On appointment, all new Trustees are given a copy of the Trust Deed, a copy of the most recent YWCT Business Plan, a Trust Information Pack and copies of the minutes from the past year's Trust meetings. They also receive a copy of appropriate information from the Charity Commission website – e.g. CC3(a) The Essential Trustee.

Trustee Audits are an important part of training where a Trust Officer is present. Here they have the opportunity to see actual application forms, giving them an insight into the individuals and families they have a responsibility to help.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

At least once each year, the Trust Manager gives a presentation at a quarterly meeting. This reminds all Trustees of the background to the Trust, etc. along with a review of the current criteria and recent activities. The Trust Officers are always available for advice and information.

Award Approval Process

All decisions regarding the payment of awards are made by the Trustees at their quarterly meetings or mid-audits. Authority to reject applications which do not meet the criteria for awards is delegated to the Trust Officer, but these are formally confirmed retrospectively by the Trustees. The Trustees also have the opportunity to review the applications for awards at mid-audits and final audits held each quarter.

Risks

The Trustees have examined the major strategic business and operational risks, which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The major risks identified are:

- Inadequate funding; which is mitigated by timely and accurate annual budget submissions made to the Kelda Group board, as well as quarterly reporting of financial returns and operations status.
- Dependency on sole income source; which is mitigated by the Trust Chairman liaising with the Kelda Group Board and providing updates on the charity's activities.
- Restrictions on types of awards; which is mitigated by the criteria for awards being revised to reflect restrictions and forward funding requests are made to Yorkshire Water if appropriate.
- Misuse of funds, including fraud (internal and external); which is mitigated by monitoring and auditing of applications by the Trustees and keeping an audit trail of the systems processing.
- Inadequate IT systems, which is mitigated by technical support provided by Kelda Group, regular data backups and system updates, disaster recovery procedures and security and authorisation procedures.
- Non-compliance with legislation and regulations, which is mitigated by monitoring compliance procedures and identification of issues where advice is required and access where necessary.

Achievements and Performance

- The Trust Officers have continued to maintain and create good relationships throughout the advice and support agencies in Yorkshire.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

- In accordance with criteria set by the Trustees, awards totalling £1,169,681 (2022: £893,819) were made to 2,434 (2022: 1,907) successful applicants. These were identified as being the individuals and families most in need from the 2,888 (2022: 2,275) applicants.
- Trustees and the Trust Officers have actively monitored and reviewed the criteria, in order to maximise the budget and to help them target the groups, individuals and families most in need in the community.
- During the year, every applicant who met the criteria received an award for the full amount to which they were entitled within the funding received from Kelda Group. Any additional applications entitled to awards in the year will be considered in next year's funding. External influences were inevitably an issue, due to the high levels of utility debt throughout the region, and indeed nationwide. As expected, external issues continued to affect the Trust, but it has continued to grant awards by passing on all funds received from Kelda Group.
- Of the Trustees, Nicola Browne is also employed by the Kelda Holdings Limited group of companies.
- Throughout the financial year, due to a delayed effect of Covid-19 and the current cost-of-living crisis, the Trust saw an increase in applications and carried forward plus additional funding was utilised in year. It is expected that there will continue to be an effect of the cost-of-living crisis 2024.

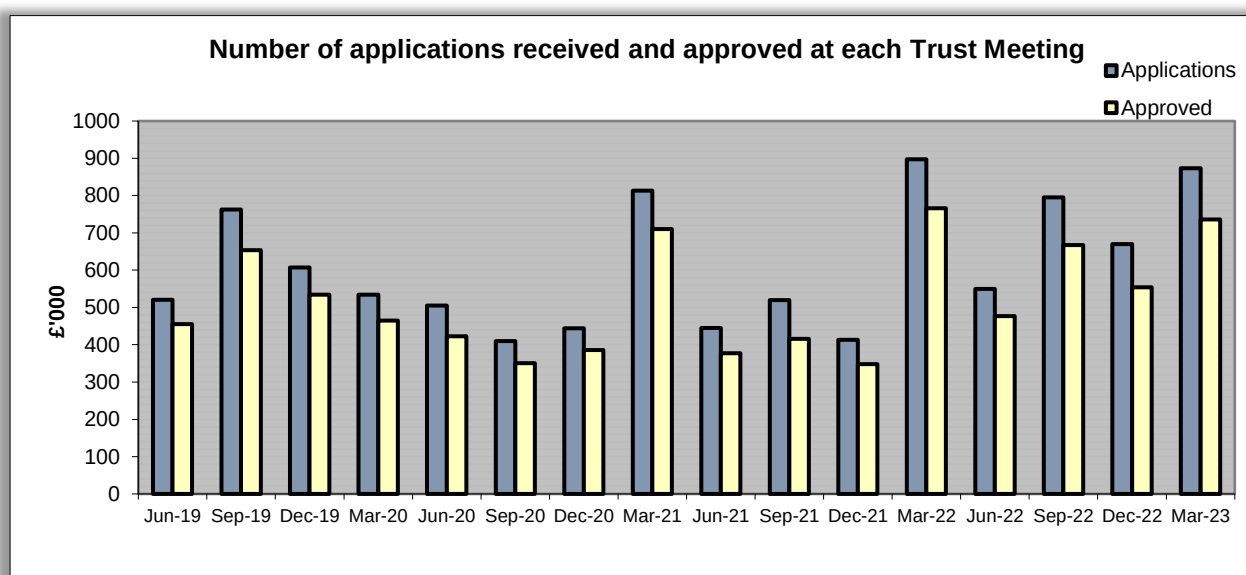


Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Analysis of Applications to YWCT

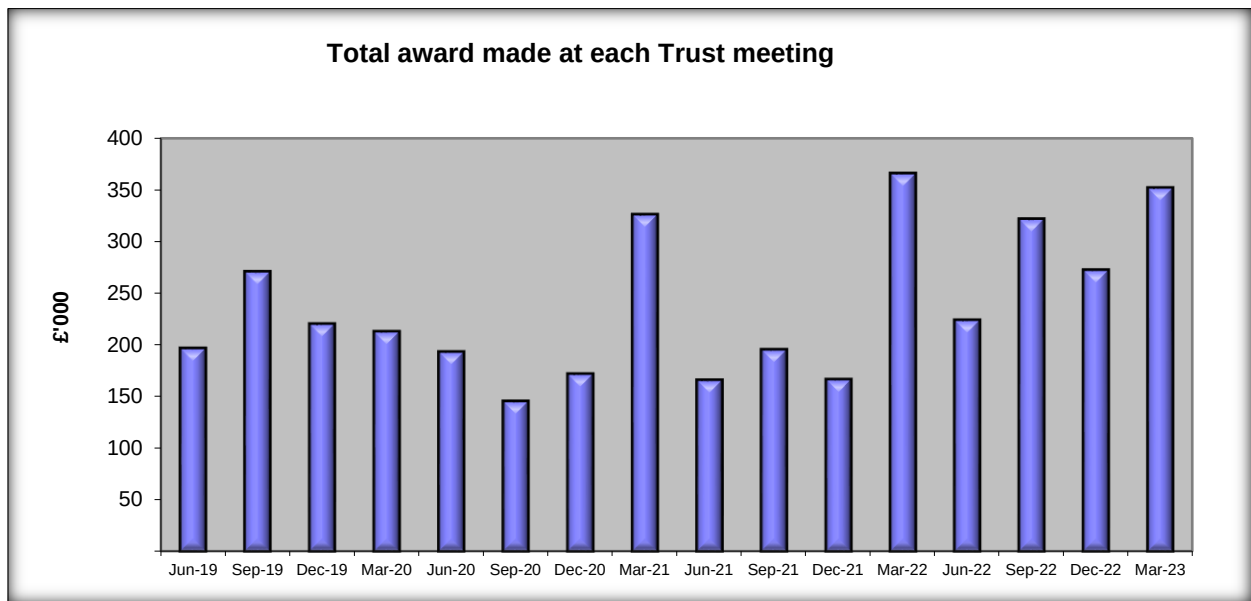
- During the year ended 31 March 2023, the Trust Officers sent out 13,556 (2022: 10,216) application forms to individuals which was an increase of 33% (2022: 1% increase) on the previous year. The majority of individual requests for Application Forms originated from referrals from Yorkshire Water credit control staff, with other requests from the various advice agencies and individuals direct. Literature enclosed with Yorkshire Water bills made clear reference to the Trust.
- Awards were made according to the criteria set by Trustees and after full consideration of the applicants' individual circumstances based on details given on their Application Form (a few of which were confirmed by letter / telephone). In order to be successful, applicants must have firstly shown that they were in a multiple priority debt situation and must not have received a previous award from the Trust within the past two years. The whole situation of the household was then considered, particularly with regard to regular income and outgoings, overall level of debt, financial dependants, long-term illness or disability, and physical, emotional or financial vulnerability.
- Whilst it is accepted that not all applicants will have been helped, from the applications received, 84% (2022: 84%) have been assisted by the Trust. The following graphs show trends for the Trust over the last four years.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

The average award for the year ended 31 March 2023 was £481 (2022: £469).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Financial Review

Policy on Reserves

- It is the policy of the Trustees to pay awards to the full level of funding and throughout the year to maintain the Reserves at a minimum level.
- The minimum level is approximately £5,000 (2022: £5,000) and is used to meet short term financing needs. This is unrestricted and available to be applied for the general purpose of the charity. Free reserves as at 31 March 2023 were £9,714 (2022: £7,246), in line with the policy.

Principal Funding Source

The principal funding source for the Trust is Kelda Group, it is the trustees' expectations that this funding will continue for the foreseeable future.

Investments

No investments are held by the Trust.

Fundraising

The Trust receives donations from Kelda Group and does not undertake any external fundraising activities.

Review of Awards

YWCT approved awards as follows:

Date of Meeting	Amount Paid (£)	No of Awards
June 2022	224,053	477
September 2022	321,500	667
December 2022	272,430	554
March 2023	351,698	736

These awards amounted to a total of £1,169,681 (2022: £893,819).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

The Trust Manager formally reports at least quarterly to Trustees, to show the budgetary position and other relevant information. No awards are made until formally approved by Trustees, as set out below:

- the application is checked for completeness and signature;
- decision made on basis of current criteria;
- unsuccessful and potentially successful applicants are advised in writing;
- application and decision checked by third party;
- Trustees approve awards at mid-audit or quarterly meeting; and
- awards made and successful applicants informed in writing.

Going concern

The Trustees believe that preparing the Financial Statements on the going concern basis is appropriate. YWCT has no commitments and has total discretion over grants made from available cash reserves received from Kelda Group, please see page 23 for full going concern considerations.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Plans for the future

- The Trust will continue to play a role in moving charitable organisations forward within the utility sector, particularly in the Yorkshire region.
- Trustees and Trust Officers will continue to work with advice agencies and Kelda Group colleagues in raising awareness of the Trust across the region, targeting the most appropriate groups of individuals and families.
- There will be an ongoing process of reviewing the criteria and operating procedures of the Trust, maximising the budget.
- Trustees will continue to look for evidence that they are making a difference to the lives of some of our most vulnerable individuals and families.
- The Trust will continue to make awards in line with its objectives, listed on page 3, for the foreseeable future.

Independent auditor

Azets Audit Services Limited were appointed auditor to the Trust during the year. Azets Audit Services Limited have indicated their willingness to stand for reappointment at the Annual General Meeting.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

The Trustees' responsibilities statement

The Trustees are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

The law applicable to charities in England and Wales requires the Trustees to prepare Financial Statements for each financial year which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period.

In preparing these Financial Statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed; and
- prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the Financial Statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.

Under the Charities Act 2011, the Trustees must not approve the Financial Statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period.



.....
Kath Pinnock on behalf of the Trustees

Trustee

Date: 25 September 2023



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Independent auditor's report to the trustees of Yorkshire Water Community Trust

Report on the audit of the Financial Statements

Opinion

We have audited the financial statements of Yorkshire Water Community Trust for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the trust's affairs as at 31 March 2023 and of its surplus for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the trust in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the trust's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Independent auditor's report to the trustees of Yorkshire Water Community Trust (continued)

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the trust and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees report. We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees specified by law are not made; or
- we have not received all the information and explanations we require for our audit.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Independent auditor's report to the trustees of Yorkshire Water Community Trust (continued)

Responsibilities of trustees

As explained more fully in the trustees responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the trust's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the trust or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [https:// www.frc.org.uk/auditorsresponsibilities](https://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Independent auditor's report to the trustees of Yorkshire Water Community Trust (continued)

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.
- Performing audit work over the timing and recognition of income and in particular whether it has been recorded in the correct accounting period.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the Charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Jessica Lawrence *Jessica Lawrence*

Senior Statutory Auditor

For and on behalf of Azets Audit Services Limited

Statutory Auditor

Date: 25/09/2023

33 Park Place, Leeds, LS1 2RY



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Statement of Financial Activities for the year ended 31 March 2023

	Notes	Total unrestricted funds for the year ended 31 March 2023	Total unrestricted funds for the year ended 31 March 2022
		£	£
Income			
Donations and Legacies			
Donations	3	1,230,897	950,398
Total Income		1,230,897	950,398
Expenditure			
Charitable Activities			
Charitable activities in the year	7	(1,228,429)	(950,509)
Total Expenditure		(1,228,429)	(950,509)
Net movement in funds		2,468	(111)
Fund balances brought forward at 1 April		7,246	7,537
Fund balances carried forward at 31 March		9,714	7,246

All amounts related to continuing operations.

The charity has no gains and losses other than those included in the results above in the current and prior year. All funds are unrestricted.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Balance Sheet as at 31 March 2023

		31 March	<i>31 March</i>
		2023	<i>2022</i>
	Notes	£	£
Current Assets			
Cash at bank and in hand		309,714	7,246
Liabilities due < 1 year			
Deferred Income	8	(300,000)	-
Net Assets		9,714	7,246
The Funds of the Charity			
Unrestricted funds		9,714	7,246
Total Charity Funds		9,714	7,246

These Financial Statements on pages 19 to 26 of YWCT, registered number 1047923, were approved by the Trustees and authorised for issue on 25 September 2023. They were signed on its behalf by:


.....
Kath Pinnock
Trustee



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Statement of cash flows for the year ended 31 March 2023

		Year ended 31 March 2023 £	Year ended 31 March 2022 £
Donations from Kelda Group	3	1,472,149	893,708
Charitable grants payable	7	(1,169,681)	(893,819)
Net movements in funds for the year		302,468	(111)
Net cash flows from trust activities		302,468	(111)
Cash at bank and in hand at the start of the year		7,246	7,357
Cash at bank and in hand at the end of the year		309,714	7,246

Material Non-Cash Transactions

During the period ended 31 March 2023 £58,748 (2022: £56,690) of costs were incurred in relation to support and other costs (note 4). However the costs of these services were donated in full by Kelda Group. There were no cash equivalents at 31 Mar 2023 (31 March 2022: none).

The notes overleaf form part of these Financial Statements.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Notes to the Financial Statements for the year ended 31 March 2023

The charity is a public benefit charity and is an unincorporated charitable trust.

1. Accounting Policies

Basis of preparation

The Financial Statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)).

The Financial Statements have been prepared on the historic cost basis and accounting policies have been consistently applied.

The functional currency of the Trust is pounds sterling, and the Financial Statements are presented in pounds sterling rounded to the nearest £1. Cash at bank and in hand comprise cash balances.

Income

Recognised when the Trust has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donated support and other services are recognised on of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Expenditure

Charitable expenditure is recognised in the Financial Statements once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel and governance costs which support the charity's activities.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Notes to the Financial Statements for the year ended 31 March 2023 (continued)

Taxation

Yorkshire Water Community Trust is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, it is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

Going concern

The Trustees believe that preparing the Financial Statements on the going concern basis is appropriate. YWCT is a trust which provides support to those who are in conditions of need and who are unable to meet or pay for charges for the supply of water and sewerage. The nature of the trust is inherently linked with the operations of Yorkshire Water and Yorkshire Water's parent company Kelda Group. The Yorkshire Water and Kelda Group accounts have been prepared on a going concern basis following a thorough review of Yorkshire Water's key risks and uncertainties, further information is provided in the Yorkshire Water's Annual Report and Financial Statements. YWCT has no commitments and has total discretion over grants made from available cash reserves; the trust is funded by donations from Kelda Group and the level of support YWCT is able to offer its beneficiaries is determined by the level of funding received. The trustees anticipate receiving similar levels of funding in future periods. YWCT is able to ensure that all financing obligations are met. The Trustees therefore believe that the trust has sufficient resources to continue in operational existence for at least one year after the Financial Statements are authorised for issue.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity held for working capital.

Liabilities

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Notes to the Financial Statements for the year ended 31 March 2023 (continued)

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

2. Accounting estimates and judgements

The preparation of Financial Statements in accordance with FRS 102 requires the use of certain critical accounting estimates. It also requires Trustees to exercise their judgement in the process of applying the Trust's accounting policies.

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

After review, the Trustees consider that there are no critical estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the financial statements.

3. Funds

The income funds of the charity are all unrestricted.

All funding is received by way of donations from Kelda Group being £1,172,149 (2022:£893,708) and support costs £58,748 (2022:£56,690). Donations include payments in advance disclosed as deferred income. (see note 8)



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Notes to the Financial Statements for the year ended 31 March 2023 (continued)

4. Support and Other Costs

The following support and expense costs were incurred by the charity during the year.

	2023	2022
	£	£
Kelda Group		
Support costs	50,963	50,963
Other costs including audit fees	7,650	5,600
Trustees		
Trustee expenses paid to nine Trustees (2022: nine)	135	127
Total	58,748	56,690

Support costs included the following full time and part-time staff resources and associated costs who are employed within the Kelda Group: full time: one (2022: one), part-time: three (2022: three). The Trust has no directly employed staff.

Support costs included governance costs of £7,650 (2022: £5,600).

The Trustees receive no remuneration for their services other than reimbursed expenses as disclosed above.

5. Auditor's Remuneration

	2023	2022
	£	£
Audit of these Financial Statements	7,650	5,600

Audit fees are paid by Kelda Group.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2023

Notes to the Financial Statements for the year ended 31 March 2023 (continued)

6. Related-party transactions

There are no related party transactions in the reporting period that require disclosure (2022: none) other than reimbursed Trustee expenses as disclosed in note 4.

7. Grant-making activities 2023

	Grants to Individuals	Support Costs <i>(note 4)</i>	Total
	£	£	£
Charitable grants payable for the benefit of individuals in financial need	1,169,681	58,748	1,228,429
2022	Grants to Individuals £	Support Costs £	Total £
Charitable grants payable for the benefit of individuals in financial need	893,819	56,690	950,509

8. Liabilities due < 1 year

Deferred income £300,000 (2022: nil)

9. Ultimate Controlling Party

The charity's ultimate controlling party is the Board of Trustees.



Accounts

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Registered No. 1047923

ANNUAL REPORT

AND

FINANCIAL STATEMENTS

2022



The Yorkshire Water
COMMUNITY TRUST

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Contents

	Page
Annual report for the year ended 31 March 2022	2
The Trustees' responsibilities statement	13
Independent auditor's report to the Trustees of Yorkshire Water Community Trust	14
Statement of Financial Activities for the year ended 31 March 2022	19
Balance Sheet as at 31 March 2022	20
Statement of cash flows for the year ended 31 March 2022	21
Notes to the Financial Statements for the year ended 31 March 2022	22



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Annual report for the year ended 31 March 2022

Yorkshire Water Community Trust (YWCT), Western House, Halifax Road, Bradford, BD6 2SZ, is registered with the Charity Commission (No. 1047923) and constituted by Deed of Trust dated 27 June 1995 that operated for an initial period of 21 years. A new trust deed was approved and signed on 9 June 2016.

Bankers and Independent Auditor

Bank:

National Westminster Bank Plc
City Office
Park Row
Leeds
LS1 1QS

Independent auditor:

Deloitte LLP
Statutory Auditor
1 City Square
Leeds
LS1 2AL
United Kingdom



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Objectives and Activities

The primary aims and legal purpose of the Trust are:

- To help those who are in conditions of need and who are unable to meet or pay for 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;
- To make donations to charitable or other institutions as the Trustees in their absolute discretion think fit; and
- To play a role in the establishment of Trust Funds throughout the water industry.

All these key activities are of significant public benefit.

It is important to encourage and maintain enthusiasm from all Trustees, to get their commitment to fulfil the role effectively, playing an important part in the process. It is particularly important that new Trustees participate in customer application audits, so they can get a real feel for our customers. This helps them to make decisions around the criteria, ensuring that the Trust continues to help the most in need, right across the region.

The need is recognised by Trustees and Officers to continue to raise the profile of the Trust in the right areas, and to demonstrate a strong business case to Yorkshire Water Services Limited (Yorkshire Water) for its continued involvement.

Reference and Administrative details

The charity Trustees who served during the year and up until the date of signing the Annual Report were:

Mrs K Pinnock (Chairperson)
Mr P M Leadbetter MVO
Mr B Miah
Mrs G P Pilling
Ms E White
Mr A Rose
Mr A Hunt
Ms S Clayton
Mrs N Browne



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

The Trustees collectively provide the diverse mix of skills, experience and knowledge required to run the Trust effectively:

- Baroness Kathryn Pinnock (Kath) was appointed to the Board of Yorkshire Water as an independent non-executive director in March 2008. Kath stepped down from the Board of Yorkshire Water in August 2017. Kath has been a councillor with Kirklees Council since 1987 and has held the post of Leader of the Council from 2000 to 2006. She is a vice president of the Local Government Association and was both a board member of Yorkshire Forward from 2000 to 2012 and a member of the executive of Yorkshire and Humber Regional Assembly from 2000 to 2006. Kath was a regional peer for the Local Government Improvement and Development Agency which involved working with councils and councillors to improve the quality of local government.

Kath was awarded an honorary doctorate by the University of Huddersfield in 2015 for services to Local Government. She was appointed to the Governing Body of the University in 2016. In 2014 Kath was awarded a Peerage and speaks on Local Government and children's issues in the House of Lords.

- Phil Leadbetter MVO retired in March 2004 with the rank of Wing Commander after a 37-year career in the Royal Air Force. He is a member of the Soldiers Sailors Airmen and Families Association (SSAFA) – Forces Help and served as a Divisional Secretary for three years. He is also a former Chairman of the local branch of the Royal Air Force Association.
- Babul Miah is a practising solicitor and specialises in litigation disputes including civil, personal injury, employment and immigration matters. He has worked for leading Yorkshire firm Gordons LLP and was a former partner at Derbyshire firm Chapman & Chubb. He is currently working as a Consultant at Larkman Lodh Solicitors in Sheffield & Nottingham. He is also a trained mediator, dealing with pro-bono neighbour disputes.
- Penny Pilling previously used to manage Advocacy Services in the Hambleton and Richmondshire areas of North Yorkshire until retirement. She now works part-time on the Allocation Panel for Avalon, a service for adults with learning disabilities. She is also an Independent Custody Visitor for the North Yorkshire Police Authority.
- Nicola Browne has worked for Yorkshire Water/Loop Customer Management Limited (Loop) for the past 25 years having commenced her journey with Yorkshire Water in Sept 1995 as a Customer Service Graduate. Around 1998, she moved to Advertising and Publicity and then to Sales and Marketing. In 2000, she transferred to Loop where she undertook a variety of roles within Account Management, Marketing, Internal and External Communication and then took over the management of Loop's Change Programme. She currently works in the wider Integration and Improvement Team as Business Change Manager and manage a team of Implementation Managers and the Loop Communication Specialist.
- Elaine White is a Trustee who has been involved in the voluntary sector for a number of years, both organisationally and fund raising. She is also an accredited Victim Support volunteer.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

- Andrew Rose is a Tenancy Support Manager for the Beyond Housing while concurrently managing the Money Management Service and Tenancy Support Service. He also works closely with the local Credit Union and other financial support agencies. Andrew became a Senior Money Management Officer in 2013, growing the team and managing three officers. Andrew is currently one of three officials at Beyond Housing that is empowered to authorise hardship funds.
- Adrian Hunt enlisted in May 1975 to the Royal Armoured Corps Junior Leaders Regiment stationed in Bovington, Dorset. The highlight of his career was being nominated as the Queens driver for the Royal Tank Regiments Standard Parade in 1985. Adrian left the regular army in 1998 after a full career (23 years). Adrian joined the Army Reserves in 2000 and commissioned in 2005. He is currently serving with the Army Reserves in Co Durham with 102 Battalion Royal Electrical Mechanical Engineers as the Battalion 2nd In Command and Operations Officer. Adrian holds the appointment of Branch Secretary for SSAFA South Yorkshire and sits on a number of Local Authority Armed Forces Community Covenant Boards as the SSAFA military representative.
- Sarah Clayton is the Head of Housing Management at Kirklees Neighbourhood Housing managing services to 23,000 council homes across Kirklees. Previous to this, she was the Head of Housing Strategy for Salford City Council for ten years which included dealing with the regeneration schemes in deprived areas to help develop new affordable homes. She has worked in the housing sector since 1986.

The expenses of the Trustees are covered by the Trust. The Trustees have taken into consideration the Charity Commission guidance on public benefit. The trust aims to benefit the public through helping to relieve water poverty in Yorkshire.

The Trustees consider the key management personnel of the charity to be the Board of Trustees. The Trustees are in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give their time freely and no trustee remuneration was paid in the year (2021: £nil).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Trust Officers

The Trust has a part-time Trust Manager (Claire Gott) with two part-time Assistant Trust Officers (Justine Gardner and Alison Dibb) and a full-time Trust Officer (Tasleem Salaq). All resources are funded by Kelda Group Limited (Kelda Group) and work within a Service Level Agreement for the Trust. The employment and associated costs of these individuals are disclosed in the Statement of Financial Activities.

A Trust Secretary (Kathy Smith) and a Treasurer (Elliott Pashley) provide their services on a voluntary basis.

Structure, Governance and Management

Induction and Training of new Trustees

Trustees are appointed for an initial period of three years, after which they may resign or offer themselves for re-election for a further term of office. Trustees are appointed by way of general advertising via the local Citizen Advice Bureaux, Debt Agencies and Chambers of Trade. Applications are invited from anyone. The process of appointment involves a potential candidate submitting their CV to the Trust Officer which is then considered initially by the Trustees at a quarterly Trust meeting to draw up a short list. Candidates are then invited for interview by a panel comprising the Chairman of the Trust, one or two Trustees and the Trust Manager. Once interviewed, selected, and references confirmed, the panel puts forward successful candidates for appointment to the next Trust Board meeting for approval.

- There are no provisions for any other person or body to appoint one or more Trustees.
- Trustees are appointed by deed by the existing Trustees pursuant to the provisions of the Trust Deed and the Trustee Act 1925.
- There are no restrictions imposed by the governing document concerning the way in which the charity operates or any specific investment powers that this requires to be described.
- The charity does not make any investments and accordingly does not have an investment policy.

On appointment, all new Trustees are given a copy of the Trust Deed, a copy of the most recent YWCT Business Plan, a Trust Information Pack and copies of the minutes from the past year's Trust meetings. They also receive a copy of appropriate information from the Charity Commission website – e.g., CC3(a) The Essential Trustee.

Trustee Audits are an important part of training where a Trust Officer is present. Here they have the opportunity to see actual application forms, giving them an insight into the individuals and families they have a responsibility to help.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

The Trust Manager gives a presentation at one of the quarterly meetings. This reminds all Trustees of the background to the Trust, etc. along with a review of the current criteria and recent activities. The Trust Officers are always available for advice and information.

Award Approval Process

All decisions regarding the payment of awards are made by the Trustees at their quarterly meetings or mid-audits. Authority to reject applications which do not meet the criteria for awards is delegated to the Trust Officer, but these are formally confirmed retrospectively by the Trustees. The Trustees also have the opportunity to review the applications for awards at mid-audits and final audits held each quarter.

Risks

The Trustees have examined the major strategic business and operational risks, which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The major risks identified are:

- Inadequate funding; which is mitigated by timely and accurate annual budget submissions made to the Kelda Group board, as well as quarterly reporting of financial returns and operations status.
- Dependency on sole income source; which is mitigated by the Trust Chairman liaising with the Kelda Group Board and providing updates on the charity's activities.
- Restrictions on types of awards; which is mitigated by the criteria for awards being revised to reflect restrictions and forward funding requests are made to Yorkshire Water if appropriate.
- Misuse of funds, including fraud (internal and external); which is mitigated by monitoring and auditing of applications by the Trustees and keeping an audit trail of the systems processing.
- Inadequate IT systems, which is mitigated by technical support provided by Kelda Group, regular data backups and system updates, disaster recovery procedures and security and authorisation procedures.
- Non-compliance with legislation and regulations, which is mitigated by monitoring compliance procedures and identification of issues where advice is required and access where necessary.

Achievements and Performance

- The Trust Officers have continued to maintain and create good relationships throughout the advice and support agencies in Yorkshire.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

- In accordance with criteria set by the Trustees, awards totalling £893,819 (2021: £836,584) were made to 1,907 (2021: 1,870) successful applicants. These were identified as being the individuals and families most in need from the 2,275 (2021: 2,172) applicants.
- Trustees and the Trust Officers have actively monitored and reviewed the criteria, in order to maximise the budget and to help them target the groups, individuals and families most in need in the community.
- During the year, every applicant who met the criteria received an award for the full amount to which they were entitled within the funding received from Kelda Group. Any additional applications entitled to awards in the year will be considered in next year's funding. External influences were inevitably an issue, due to the high levels of utility debt throughout the region, and indeed nationwide. As expected, external issues continued to affect the Trust, but it has continued to grant awards by passing on all funds received from Kelda Group.
- Of the Trustees, Elaine White and Nicola Browne are also employed by the Kelda Holdings Limited group of companies.
- Throughout the financial year, following reduced submissions in 2021 due to Covid-19, the Trust saw a small increase in applications. However, it is expected that there will continue to be a delayed impact, and because of the cost of living crisis any unused budget from 2021 and 2022 will likely be utilised in 2023.

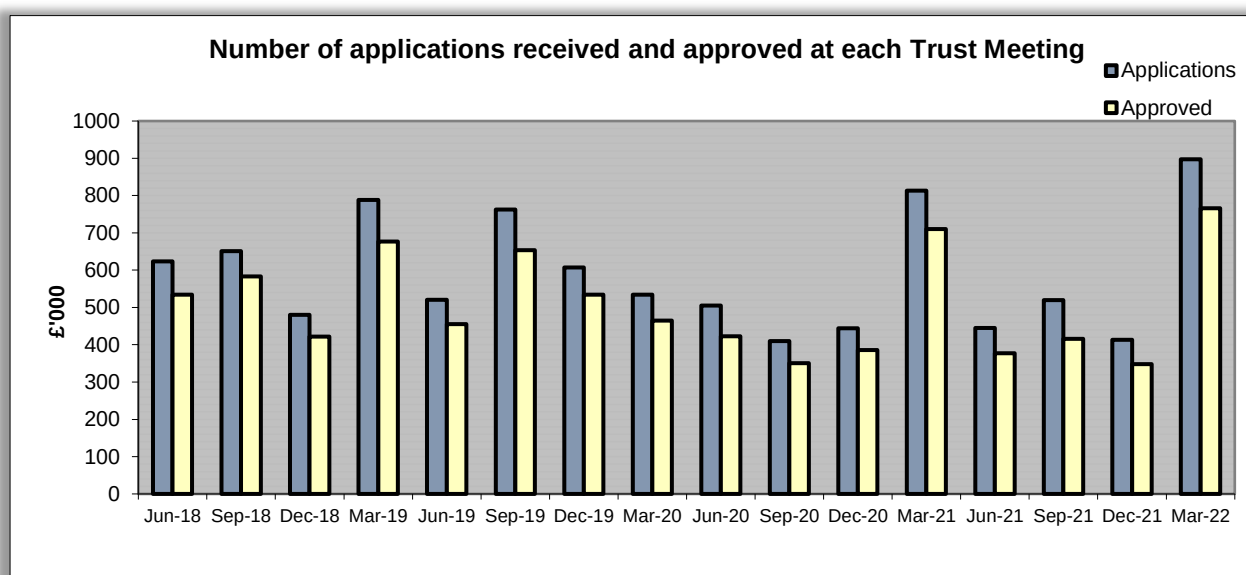


Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Analysis of Applications to YWCT

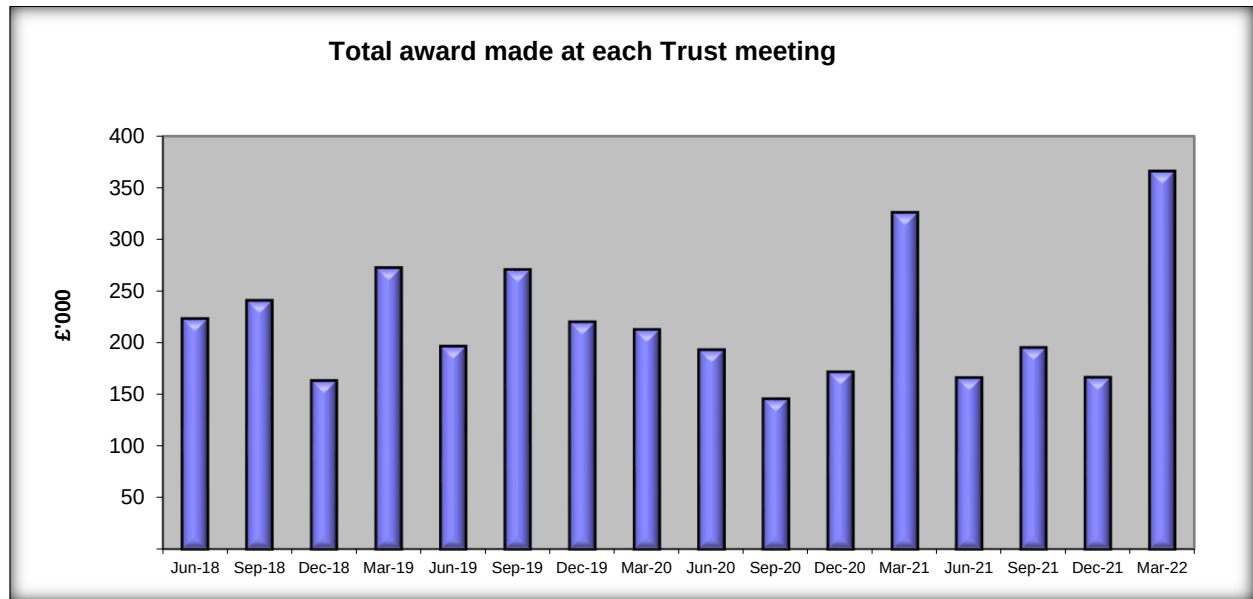
- During the year ended 31 March 2022, the Trust Officers sent out 10,216 (2021: 10,087) application forms to individuals which was an increase of 1% (2021: 34% decrease) on the previous year. The majority of individual requests for Application Forms originated from referrals from Yorkshire Water credit control staff, with other requests from the various advice agencies and individuals direct. Literature enclosed with Yorkshire Water bills made clear reference to the Trust.
- Awards were made according to the criteria set by Trustees and after full consideration of the applicants' individual circumstances based on details given on their Application Form (a few of which were confirmed by letter / telephone). In order to be successful, applicants must have firstly shown that they were in a multiple priority debt situation and must not have received a previous award from the Trust within the past two years. The whole situation of the household was then considered, particularly with regard to regular income and outgoings, overall level of debt, financial dependants, long-term illness or disability, and physical, emotional or financial vulnerability.
- Whilst it is accepted that not all applicants will have been helped, from the applications received, 84% (2021: 86%) have been assisted by the Trust. The following graphs show trends for the Trust over the last four years.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

The average award for the year ended 31 March 2022 was £469 (2021: £447).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Financial Review

Policy on Reserves

- It is the policy of the Trustees to pay awards to the full level of funding and throughout the year to maintain the Reserves at a minimum level.
- The minimum level is approximately £5,000 (2021: £5,000) and is used to meet short term financing needs. This is unrestricted and available to be applied for the general purpose of the charity. Reserves as at 31 March 2022 were £7,246 (2021: £7,357), in line with the policy.

Principal Funding Source

The principal funding source for the Trust is Kelda Group, it is the trustees' expectations that this funding will continue for the foreseeable future.

Investments

No investments are held by the Trust.

Review of Awards

YWCT approved awards as follows:

Date of Meeting	Amount Paid (£)	No of Awards
June 2021	166,009	377
September 2021	195,372	416
December 2021	166,568	348
March 2022	365,870	766

These awards amounted to a total of £893,819 (2021: £836,584).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

The Trust Manager formally reports at least quarterly to Trustees, to show the budgetary position and other relevant information. No awards are made until formally approved by Trustees, as set out below:

- the application is checked for completeness and signature;
- decision made on basis of current criteria;
- unsuccessful and potentially successful applicants are advised in writing;
- application and decision checked by third party;
- Trustees approve awards at mid-audit or quarterly meeting; and
- awards made and successful applicants informed in writing.

Going concern

The Trustees believe that preparing the Financial Statements on the going concern basis is appropriate. YWCT has no commitments and has total discretion over grants made from available cash reserves received from Kelda Group, please see page 23 for full going concern considerations.

Plans for the future

- The Trust will continue to play a role in moving charitable organisations forward within the utility sector, particularly in the Yorkshire region.
- Trustees and Trust Officers will continue to work with advice agencies and Kelda Group colleagues in raising awareness of the Trust across the region, targeting the most appropriate groups of individuals and families.
- There will be an ongoing process of reviewing the criteria and operating procedures of the Trust, maximising the budget.
- Trustees will continue to look for evidence that they are making a difference to the lives of some of our most vulnerable individuals and families.
- The Trust will continue to make awards in line with its objectives, listed on page 3, for the foreseeable future.

Independent auditor

Deloitte LLP has expressed their willingness to be reappointed for another term and appropriate arrangements have been put in place for them to be deemed reappointed as auditor in the absence of an Annual General Meeting.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

The Trustees' responsibilities statement

The Trustees are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

The law applicable to charities in England and Wales requires the Trustees to prepare Financial Statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period.

In preparing these Financial Statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed; and
- prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the Financial Statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.

Under the Charities Act 2011, the Trustees must not approve the Financial Statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period.



.....
on behalf of the Trustees

Date: 15 September 2022



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Independent auditor's report to the trustees of Yorkshire Water Community Trust

Report on the audit of the Financial Statements

Opinion

In our opinion the Financial Statements of Yorkshire Water Community Trust (the 'charity'):

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"; and
- have been prepared in accordance with the Charities Act 2011 and the trust deed.

We have audited the Financial Statements which comprise:

- the statement of financial activities;
- the balance sheet;
- the statement of cash flow; and
- the related notes 1 to 8.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the Financial Statements section of our report.

We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the Financial Statements in the UK, including the Financial Reporting Council's (the 'FRC's') Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Independent auditor's report to the trustees of Yorkshire Water Community Trust *(continued)*

Conclusions relating to going concern

In auditing the Financial Statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the Financial Statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the Financial Statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the Financial Statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the Financial Statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Financial Statements, or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the Financial Statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the Financial Statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of Financial Statements that are free from material misstatement, whether due to fraud or error.

In preparing the Financial Statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Independent auditor's report to the trustees of Yorkshire Water Community Trust *(continued)*

Auditor's responsibilities for the audit of the Financial Statements

We have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the Financial Statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these Financial Statements.

A further description of our responsibilities for the audit of the Financial Statements is located on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

We considered the nature of the charity's industry and its control environment and reviewed the charity's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory framework that the charity operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the Financial Statements. These included the Trust Deed, the UK Charities Act and the Charities (Accounts and Reports) Regulations 2008; and
- do not have a direct effect on the Financial Statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty. This included the Charity Commissions Regulations.

We discussed among the audit engagement team regarding the opportunities and incentives that may exist within the organisation for fraud and how and where fraud might occur in the Financial Statements.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Independent auditor's report to the trustees of Yorkshire Water Community Trust *(continued)*

Extent to which the audit was considered capable of detecting irregularities, including fraud *(continued)*

As a result of performing the above, we identified the greatest potential for fraud or non-compliance with laws and regulations in the following area, and our specific procedures performed to address it is described below:

- we presume a risk of material misstatement due to fraud in revenue recognition which is related to the accuracy of donation income. To address this risk, we reviewed the Trustees' meeting minutes, all bank statements in the period, and post year end records up to the date of this report to test whether income had been appropriately included in the Financial Statements.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the business rationale of any significant transactions that are unusual or outside the normal course of business.

In addition to the above, our procedures to respond to the risks identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the Financial Statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance.

Report on other legal and regulatory requirements

Matters on which we are required to report by exception

Under the Charities (Accounts and Reports) Regulations 2008 we are required to report in respect of the following matters if, in our opinion:

- the information given in the Financial Statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the Financial Statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

We have nothing to report in respect of these matters.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Independent auditor's report to the trustees of Yorkshire Water Community Trust *(continued)*

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Deloitte LLP

Deloitte LLP
Statutory Auditor
Leeds, United Kingdom

15 September 2022

Deloitte LLP is eligible for appointment as auditor for the charity by virtue of its eligibility for appointment as audit of a company under section 1212 of the Companies Act 2006.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Statement of Financial Activities for the year ended 31 March 2022

	<i>Notes</i>	<i>Total funds for the year ended 31 March 2022 £</i>	<i>Total funds for the year ended 31 March 2021 £</i>
Income			
Income from Donations			
Donations and Legacies			
Donations received from Kelda Group	3	893,708	838,085
Donations for support and other costs		56,690	57,023
Total Income		950,398	895,108
Expenditure			
Charitable Activities			
Charitable grants paid during the year	7	(893,819)	(836,584)
Support and Other Costs	4	(56,690)	(57,023)
Total Expenditure		(950,509)	(893,607)
Net movement in funds		(111)	1,501
Fund balances brought forward at 1 April		7,357	5,856
Fund balances carried forward at 31 March		7,246	7,357

All amounts relate to continuing operations.

The charity has no gains and losses other than those included in the results above. There is no difference between the results for the years stated above and their historical cost equivalents. All funds are unrestricted.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Balance Sheet as at 31 March 2022

	31 March 2022	31 March 2021
	£	£
Current Assets		
Cash at Bank and in hand	7,246	7,357
Net Assets	7,246	7,357
The Funds of the Charity		
Unrestricted funds	7,246	7,357
Total Charity Funds	7,246	7,357

These Financial Statements on pages 19 to 255 of YWCT, registered number 1047923, were approved by the Trustees and authorised for issue on 15 September 2022. They were signed on its behalf by:


.....

Trustee



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Statement of cash flows for the year ended 31 March 2022

		<i>Year ended 31 March 2022 £</i>	<i>Year ended 31 March 2021 £</i>
Donations from Kelda Group	3	893,708	838,085
Charitable grants payable	7	(893,819)	(836,584)
Net movements in funds for the year		(111)	1,501
Net cash flows (used in)/from trust activities		(111)	1,501
Cash at bank and in hand at the start of the year		7,357	5,856
Cash at bank and in hand at the end of the year		7,246	7,357

Material Non-Cash Transactions

During the period ended 31 March 2022 £56,690 (2021: £57,023) of costs were incurred in relation to support and other costs however the costs of these services were donated in full by Kelda Group. This has nil impact on profitability for the trust. There were no cash equivalents at 31 March 2022 (31 March 2021: none).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

The following notes form part of these Financial Statements.

Notes to the Financial Statements for the year ended 31 March 2022

The charity is a public benefit charity and is an unincorporated charitable trust.

1. Accounting Policies

Basis of preparation

The Financial Statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)).

Income is recognised when the Trust has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donated support and other services are recognised on receipt on the basis of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Charitable expenditure is recognised in the Financial Statements once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's activities.

The Financial Statements have been prepared on the historic cost basis and accounting policies have been consistently applied.

The functional currency of the Trust is pounds sterling, and the Financial Statements are presented in pounds sterling. Cash at bank and in hand comprise cash balances.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Notes to the Financial Statements for the year ended 31 March 2022 (continued)

1. Accounting Policies (continued)

Basis of preparation (continued)

The Trust is a registered charity, and as such is entitled to certain tax exemptions on surpluses on any trading activities carried on in furtherance of the charity's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

Going concern

The Trustees believe that preparing the Financial Statements on the going concern basis is appropriate. YWCT is a trust which provides support to those who are in conditions of need and who are unable to meet or pay for charges for the supply of water and sewerage. The nature of the trust is inherently linked with the operations of Yorkshire Water and Yorkshire Water's parent company Kelda Group. The Yorkshire Water and Kelda Group accounts have been prepared on a going concern basis following a thorough review of Yorkshire Water's key risks and uncertainties, including climate change, the situation in Ukraine, the cost of living crisis and the ongoing impact of Covid-19. Further information is provided in the Yorkshire Water's Annual Report and Financial Statements. YWCT has no commitments and has total discretion over grants made from available cash reserves; the trust is funded by donations from Kelda Group and the level of support YWCT is able to offer its beneficiaries is determined by the level of funding received. The trustees anticipate receiving similar levels of funding in future periods. YWCT is able to ensure that all financing obligations are met. The Trustees therefore believe that the trust has sufficient resources to continue in operational existence for at least one year after the Financial Statements are authorised for issue.

2. Accounting estimates and judgements

The preparation of Financial Statements in accordance with FRS 102 requires the use of certain critical accounting estimates. It also requires Trustees to exercise their judgement in the process of applying the Trust's accounting policies. There were no such areas of judgement or estimation uncertainty deemed significant in these Financial Statements.

3. Funds

The income funds of the charity are all unrestricted.

All funding is received by way of donations from Kelda Group.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Notes to the Financial Statements for the year ended 31 March 2022 (continued)

4. Support and Other Costs

The following support and expense costs were incurred by the charity during the year.

	2022	2021
	£	£
Kelda Group		
Support costs	50,963	50,963
Other costs including audit fees	5,600	5,500
Trustees		
Trustee expenses paid to nine Trustees (2021: nine)	127	560
Total	56,690	57,023

Support costs included the following full time and part-time staff resources and associated costs who are employed within the Kelda Group: full time – one (2021: one), part-time – three (2021: three). The Trust has no directly employed staff.

Support costs included governance costs of £nil (2021: £nil) except for audit fees, as mentioned below.

The Trustees receive no remuneration for their services.

5. Auditor's Remuneration

	2022	2021
	£	£
Audit of these Financial Statements	5,600	5,500
Non audit fees	-	-

Audit fees are paid by Kelda Group.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2022

Notes to the Financial Statements for the year ended 31 March 2022 (continued)

6. Related-party transactions

There are no related party transactions in the reporting period that require disclosure (2021: none).

7. Grant-making activities

2022	Grants to Individuals £	Support Costs £	Total £
Charitable grants payable for the benefit of individuals in financial need	893,819	56,690	950,509
2021	Grants to Individuals £	Support Costs £	Total £
Charitable grants payable for the benefit of individuals in financial need	836,584	57,023	893,607

8. Ultimate Controlling Party

The charity's ultimate controlling party is the Board of Trustees.



Accounts

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Registered No. 1047923

ANNUAL REPORT

AND

FINANCIAL STATEMENTS

2021



The Yorkshire Water
COMMUNITY TRUST

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Contents

	Page
Annual report for the year ended 31 March 2021	2
The Trustees' responsibilities statement	15
Independent auditor's report to the Trustees of Yorkshire Water Community Trust	16
Statement of Financial Activities for the year ended 31 March 2021	21
Balance Sheet as at 31 March 2021	22
Statement of cash flows for the year ended 31 March 2021	23
Notes to the Financial Statements for the year ended 31 March 2021	24



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Annual report for the year ended 31 March 2021

Yorkshire Water Community Trust (YWCT), Western House, Halifax Road, Bradford, BD6 2SZ, is registered with the Charity Commission (No. 1047923) and constituted by Deed of Trust dated 27 June 1995 that operated for an initial period of 21 years. A new trust deed was approved and signed on 9 June 2016.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Bankers and Independent Auditor

Bank:

National Westminster Bank Plc
City Office
Park Row
Leeds
LS1 1QS

Independent auditor:

Deloitte LLP
Statutory Auditor
1 City Square
Leeds
LS1 2AL
United Kingdom



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Objectives and Activities

The primary aims and legal purpose of the Trust are:

- To help those who are in conditions of need and who are unable to meet or pay for 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;
- To make donations to charitable or other institutions as the Trustees in their absolute discretion think fit; and
- To play a role in the establishment of Trust Funds throughout the water industry.

All these key activities are of significant public benefit.

It is important to encourage and maintain enthusiasm from all Trustees, to get their commitment to fulfil the role effectively, playing an important part in the process. It is particularly important that new Trustees participate in customer application audits, so they can get a real feel for our customers. This helps them to make decisions around the criteria, ensuring that the Trust continues to help the most in need, right across the region.

The need is recognised by Trustees and Officers to continue to raise the profile of the Trust in the right areas, and to demonstrate a strong business case to Yorkshire Water Services Limited (Yorkshire Water) for its continued involvement.

Reference and Administrative details

The charity Trustees who served during the year and up until the date of signing the Annual Report were:

Mrs K Pinnock (Chairperson)
Mr P M Leadbetter MVO
Mr B Miah
Mr D Pickering (resigned 5 June 2020)
Mrs G P Pilling
Mr C Clement (resigned 5 June 2020)
Ms E White
Mr A Rose
Mr A Hunt
Ms S Clayton
Mrs N Browne (appointed 16 June 2020)

4



The Yorkshire Water
COMMUNITY TRUST

Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

The Trustees collectively provide the diverse mix of skills, experience and knowledge required to run the Trust effectively:

- Baroness Kathryn Pinnock (Kath) was appointed to the Board of Yorkshire Water as an independent non-executive director in March 2008. Kath stepped down from the Board of Yorkshire Water in August 2017. Kath has been a councillor with Kirklees Council since 1987 and has held the post of Leader of the Council from 2000 to 2006. She is a vice president of the Local Government Association and was both a board member of Yorkshire Forward from 2000 to 2012 and a member of the executive of Yorkshire and Humber Regional Assembly from 2000 to 2006. Kath was a regional peer for the Local Government Improvement and Development Agency which involved working with councils and councillors to improve the quality of local government.

Kath was awarded an honorary doctorate by the University of Huddersfield in 2015 for services to Local Government. She was appointed to the Governing Body of the University in 2016. In 2014 Kath was awarded a Peerage and speaks on Local Government and children's issues in the House of Lords.

- Phil Leadbetter MVO retired in March 2004 with the rank of Wing Commander after a 37-year career in the Royal Air Force. He is a member of the Soldiers Sailors Airmen and Families Association (SSAFA) - Forces Help and served as a Divisional Secretary for three years. He is also a former Chairman of the local branch of the Royal Air Force Association.
- Babul Miah is a practising solicitor and specialises in litigation disputes including civil, personal injury, employment and immigration matters. He has worked for leading Yorkshire firm Gordons LLP and was a former partner at Derbyshire firm Chapman & Chubb. He is currently working as a Consultant at Larkman Lodh Solicitors in Sheffield & Nottingham. He is also a trained mediator, dealing with pro-bono neighbour disputes.
- Penny Pilling previously used to manage Advocacy Services in the Hambleton and Richmondshire areas of North Yorkshire until retirement. She now works part-time on the Allocation Panel for Avalon, a service for adults with learning disabilities. She is also an Independent Custody Visitor for the North Yorkshire Police Authority.
- Nicola Browne has worked for Yorkshire Water/Loop for the past 25 years having commenced her journey with Yorkshire Water in Sept 1995 as a Customer Service Graduate. Around 1998, she moved to Advertising and Publicity and then to Sales and Marketing. In 2000, she transferred to Loop where she undertook a variety of roles within Account Management, Marketing, Internal and External Communication and then took over the management of Loop's Change Programme. She currently works



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

in the wider Integration and Improvement Team as Business Change Manager and manage a team of Implementation Managers and the Loop Communication Specialist.

- Elaine White is a Trustee who has been involved in the voluntary sector for a number of years, both organisationally and fund raising. She is also an accredited Victim Support volunteer.
- Andrew Rose is a Tenancy Support Manager for the Beyond Housing while concurrently managing the Money Management Service and Tenancy Support Service. He also works closely with the local Credit Union and other financial support agencies. Andrew became a Senior Money Management Officer in 2013, growing the team and managing three officers. Andrew is currently one of three officials at Beyond Housing that is empowered to authorise hardship funds.
- Adrian Hunt enlisted in May 1975 to the Royal Armoured Corps Junior Leaders Regiment stationed in Bovington, Dorset. The highlight of his career was being nominated as the Queens driver for the Royal Tank Regiments Standard Parade in 1985. Adrian left the regular army in 1998 after a full career (23 years). Adrian joined the Army Reserves in 2000 and commissioned in 2005. He is currently serving with the Army Reserves in Co Durham with 102 Battalion Royal Electrical Mechanical Engineers as the Battalion 2nd In Command and Operations Officer. Adrian holds the appointment of Branch Secretary for SSAFA South Yorkshire and sits on a number of Local Authority Armed Forces Community Covenant Boards as the SSAFA military representative.
- Sarah Clayton is the Head of Housing Management at Kirklees Neighbourhood Housing managing services to 23,000 council homes across Kirklees. Previous to this, she was the Head of Housing Strategy for Salford City Council for ten years which included dealing with the regeneration schemes in deprived areas to help develop new affordable homes. She has worked in the housing sector since 1986.

The expenses of the Trustees are covered by the Trust. The Trustees have taken into consideration the Charity Commission guidance on public benefit. The trust aims to benefit the public through helping to relieve water poverty in Yorkshire Water region.

The Trustees consider the key management personnel of the charity to be the Board of Trustees. The Trustees are in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give their time freely and no trustee remuneration was paid in the year (2020: £nil).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Trust Officers

The Trust has a part-time Trust Manager (Claire Gott) with two part-time Assistant Trust Officers (Justine Gardner and Alison Dibb) and a full-time Trust Officer (Tasleem Salaq). All resources are funded by Kelda Group Limited (Kelda Group) and work within a Service Level Agreement for the Trust. The employment and associated costs of these individuals are disclosed in the Statement of Financial Activities.

A Trust Secretary (Kathy Smith) and a Treasurer (Elliott Pashley) provide their services on a voluntary basis. Nicola Browne replaced Charles Clement as a Trustee, who resigned on 5 June 2020.

Structure, Governance and Management

Induction and Training of new Trustees

Trustees are appointed for an initial period of three years, after which they may resign or offer themselves for re-election for a further term of office. Trustees are appointed by way of general advertising via the local Citizen Advice Bureaux, Debt Agencies and Chambers of Trade. Applications are invited from anyone. The process of appointment involves a potential candidate submitting their CV to the Trust Officer which is then considered initially by the Trustees at a quarterly Trust meeting to draw up a short list. Candidates are then invited for interview by a panel comprising the Chairman of the Trust, one or two Trustees and the Trust Manager. Once interviewed, selected, and references confirmed, the panel puts forward successful candidates for appointment to the next Trust Board meeting for approval.

- There are no provisions for any other person or body to appoint one or more Trustees.
- Trustees are appointed by deed by the existing Trustees pursuant to the provisions of the Trust Deed and the Trustee Act 1925.
- There are no restrictions imposed by the governing document concerning the way in which the charity operates or any specific investment powers that this requires to be described.
- The charity does not make any investments and accordingly does not have an investment policy.

On appointment, all new Trustees are given a copy of the Trust Deed, a copy of the most recent YWCT Business Plan, a Trust Information Pack and copies of the minutes from the past year's Trust meetings.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

They also receive a copy of appropriate information from the Charity Commission website - e.g. CC3(a) The Essential Trustee.

Trustee Audits are an important part of training where a Trust Officer is present. Here they have the opportunity to see actual application forms, giving them an insight into the individuals and families they have a responsibility to help.

At least once each year, the Trust Manager gives a presentation at a quarterly meeting. This reminds all Trustees of the background to the Trust, etc. along with a review of the current criteria and recent activities. The Trust Officers are always available for advice and information.

Award Approval Process

All decisions regarding the payment of awards are made by the Trustees at their quarterly meetings or mid-audits. Authority to reject applications which do not meet the criteria for awards is delegated to the Trust Officer, but these are formally confirmed retrospectively by the Trustees. The Trustees also have the opportunity to review the applications for awards at mid-audits and final audits held each quarter.

Risks

The Trustees have examined the major strategic business and operational risks, which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The major risks identified are:

- Inadequate funding; which is mitigated by timely and accurate annual budget submissions made to the Kelda Group board, as well as quarterly reporting of financial returns and operations status.
- Dependency on sole income source; which is mitigated by the Trust Chairman liaising with the Kelda Group Board and providing updates on the charity's activities.
- Restrictions on types of award; which is mitigated by the criteria for awards being revised to reflect restrictions and forward funding requests are made to Yorkshire Water if appropriate.
- Misuse of funds, including fraud (internal and external); which is mitigated by monitoring and auditing of applications by the Trustees and keeping an audit trail of the systems processing.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

- Inadequate IT systems, which is mitigated by technical support provided by Kelda Group, regular data backups and system updates, disaster recovery procedures and security and authorisation procedures.
- Non-compliance with legislation and regulations, which is mitigated by monitoring compliance procedures and identification of issues where advice is required and access where necessary.

Achievements and Performance

- The Trust Officers have continued to maintain and create good relationships throughout the advice and support agencies in Yorkshire.
- In accordance with criteria set by the Trustees, awards totalling £836,584 (2020: £899,999) were made to 1,870 (2020: 2,108) successful applicants. These were identified as being the individuals and families most in need from the 2,172 (2020: 2,425) applicants.
- Trustees and the Trust Officers have actively monitored and reviewed the criteria, in order to maximise the budget and to help them target the groups, individuals and families most in need in the community.
- During the year, every applicant who met the criteria received an award for the full amount to which they were entitled within the funding received from Kelda Group. Any additional applications entitled to awards in the year will be considered in next year's funding. External influences were inevitably an issue, due to the high levels of utility debt throughout the region, and indeed nationwide. As expected, external issues continued to affect the Trust, but it has continued to grant awards by passing on all funds received from Kelda Group.
- Of the Trustees, Elaine White and Nicola Browne are also employed by the Kelda Holdings Limited group of companies.
- Throughout the financial year, due to Covid-19 lockdowns and the related furlough scheme, the Trust saw a decrease in applications. However, it is expected that there will be a delayed effect and any unused budget from 2021 will likely be utilised in 2022.

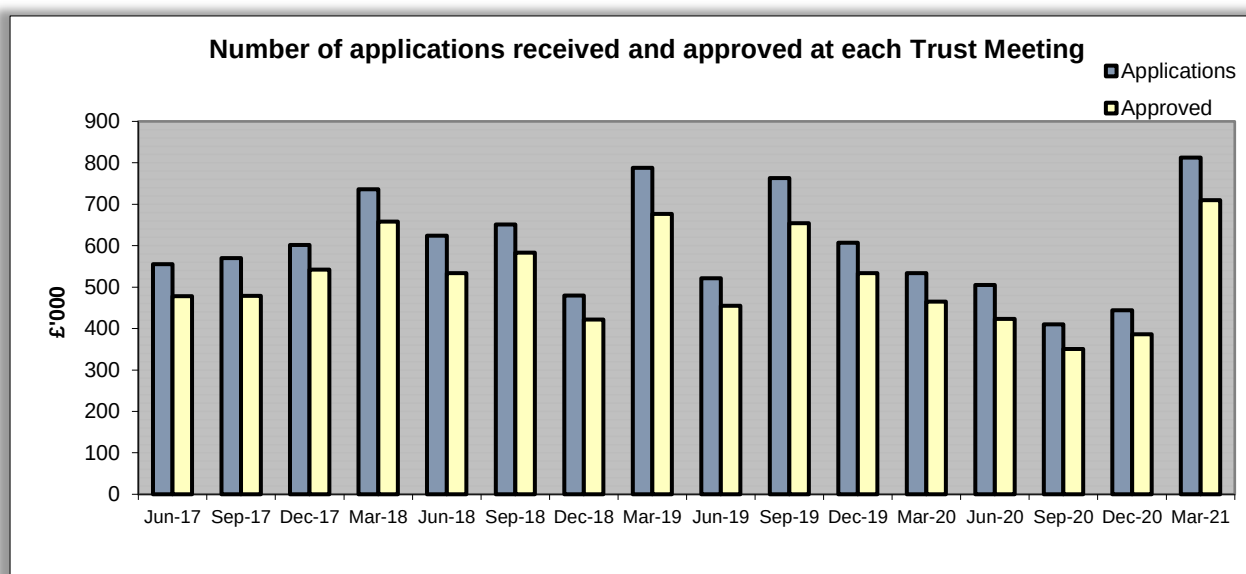


Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Analysis of Applications to YWCT

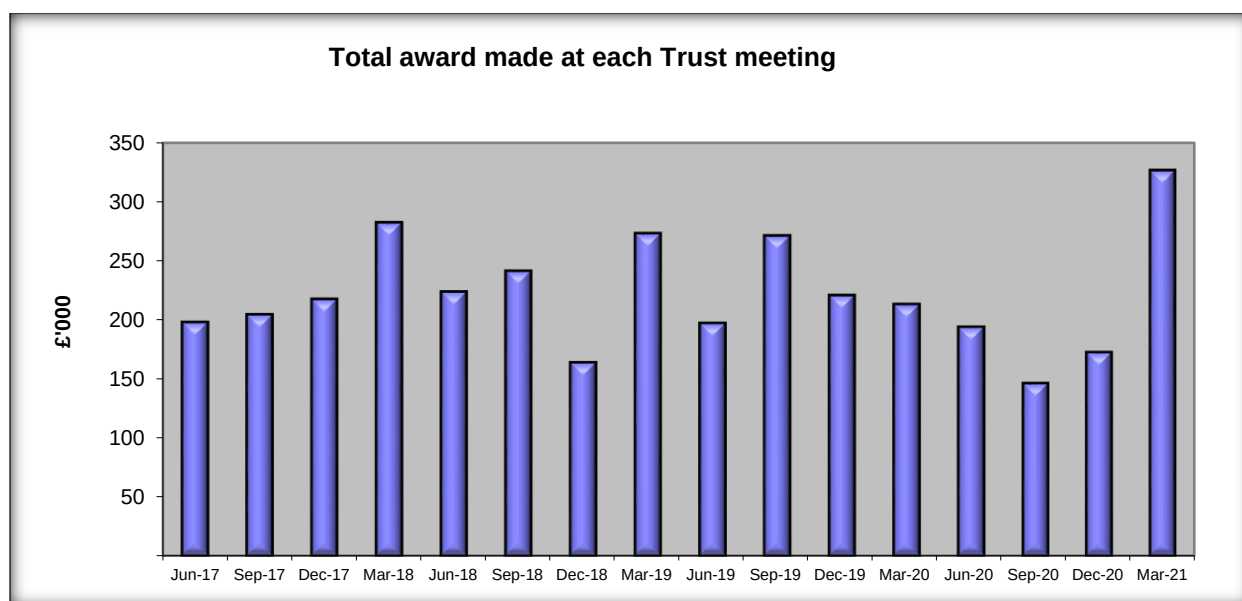
- During the year ended 31 March 2021, the Trust Officers sent out 10,087 (2020: 15,376) application forms to individuals which was a decrease of 34% (2020: 15% decrease) on the previous year. The majority of individual requests for Application Forms originated from referrals from Yorkshire Water credit control staff, with other requests from the various advice agencies and individuals direct. Literature enclosed with Yorkshire Water bills made clear reference to the Trust.
- Awards were made according to the criteria set by Trustees and after full consideration of the applicants' individual circumstances based on details given on their Application Form (a few of which were confirmed by letter / telephone). In order to be successful, applicants must have firstly shown that they were in a multiple priority debt situation and must not have received a previous award from the Trust within the past two years. The whole situation of the household was then considered, particularly with regard to regular income and outgoings, overall level of debt, financial dependants, long-term illness or disability, and physical, emotional or financial vulnerability.
- Whilst it is accepted that not all applicants will have been helped, from the applications received, 86% (2020: 87%) have been assisted by the Trust. The following graphs show trends for the Trust over the last four years.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

The average award for the year ended 31 March 2021 was £447 (2020: £427).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Financial Review

Policy on Reserves

- It is the policy of the Trustees to pay awards to the full level of funding and throughout the year to maintain the Reserves at a minimum level.
- The minimum level is approximately £5,000 (2020: £5,000) and is used to meet short term financing needs. This is unrestricted and available to be applied for the general purpose of the charity. Reserves as at 31 March 2021 were £7,357 (2020: £5,856), in line with the policy.

Principal Funding Source

The principal funding source for the Trust is Kelda Group, it is the trustees' expectations that this funding will continue for the foreseeable future.

Investments

No investments are held by the Trust.

Review of Awards

YWCT approved awards as follows:

Date of Meeting	Amount Paid (£)	No of Awards
June 2020	193,209	423
September 2020	145,554	351
December 2020	171,848	386
March 2021	325,973	710

These awards amounted to a total of £836,584 (2020: £899,999).



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

The Trust Manager formally reports at least quarterly to Trustees, to show the budgetary position and other relevant information. No awards are made until formally approved by Trustees, as set out below:

- the application is checked for completeness and signature;
- decision made on basis of current criteria;
- unsuccessful and potentially successful applicants are advised in writing;
- application and decision checked by third party;
- Trustees approve awards at mid-audit or quarterly meeting; and
- awards made and successful applicants informed in writing.

Going concern

The Trustees believe that preparing the Financial Statements on the going concern basis is appropriate. YWCT has no commitments and has total discretion over grants made from available cash reserves received from Kelda Group, please see page 25 for full going concern considerations.

Plans for the future

- The Trust will continue to play a role in moving charitable organisations forward within the utility sector, particularly in the Yorkshire region.
- Trustees and Trust Officers will continue to work with advice agencies and Kelda Group colleagues in raising awareness of the Trust across the region, targeting the most appropriate groups of individuals and families.
- There will be an ongoing process of reviewing the criteria and operating procedures of the Trust, maximising the budget.
- Trustees will continue to look for evidence that they are making a difference to the lives of some of our most vulnerable individuals and families.
- The Trust will continue to make awards in line with its objectives, listed on page 4, for the foreseeable future.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Independent auditor

Deloitte LLP has expressed their willingness to be reappointed for another term and appropriate arrangements have been put in place for them to be deemed reappointed as auditor in the absence of an Annual General Meeting.

The Trustees' responsibilities statement

The Trustees are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

The law applicable to charities in England and Wales requires the Trustees to prepare Financial Statements for each financial year which give a true and fair view of the state of affairs of the charity and of the income and application of resources of the charity for that period.

In preparing these Financial Statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed; and
- prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the Financial Statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Under company law the Trustees must not approve the Financial Statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period.



A handwritten signature in blue ink, reading "Kath Pinck", with a long horizontal flourish extending to the right.

on behalf of the Trustees.....

Date: 9 September 2021



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Independent auditor's report to the trustees of Yorkshire Water Community Trust

Report on the audit of the Financial Statements

Opinion

In our opinion the Financial Statements of Yorkshire Water Community Trust (the 'charity'):

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"; and
- have been prepared in accordance with the Charities Act 2011.

We have audited the Financial Statements which comprise:

- the statement of financial activities;
- the balance sheet;
- the statement of cash flow; and
- the related notes 1 to 8.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the Financial Statements section of our report.

We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the Financial Statements in the UK, including the Financial Reporting Council's (the 'FRC's') Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Independent auditor's report to the trustees of Yorkshire Water Community Trust *(continued)*

Conclusions relating to going concern

In auditing the Financial Statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the Financial Statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the Financial Statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the Financial Statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the Financial Statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Financial Statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the Financial Statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the Financial Statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of Financial Statements that are free from material misstatement, whether due to fraud or error.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Independent auditor's report to the trustees of Yorkshire Water Community Trust *(continued)*

In preparing the Financial Statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the Financial Statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these Financial Statements.

A further description of our responsibilities for the audit of the Financial Statements is located on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

We considered the nature of the charity's industry and its control environment, and reviewed the charity's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory framework that the charity operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the Financial Statements. These included the Trust Deed and the UK Charities Act; and



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Independent auditor's report to the trustees of Yorkshire Water Community Trust *(continued)*

- do not have a direct effect on the Financial Statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty.

We discussed among the audit engagement team regarding the opportunities and incentives that may exist within the organisation for fraud and how and where fraud might occur in the Financial Statements.

As a result of performing the above, we identified the greatest potential for fraud or non-compliance with laws and regulations in the following area, and our specific procedures performed to address it is described below:

- we presume a risk of material misstatement due to fraud in revenue recognition which is related to the accuracy of donation income. To address this risk, we reviewed the Trustees' meeting minutes, all bank statements in the period, and post year end records up to the date of this report to test whether income had been appropriately included in the Financial Statements.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we assessed the design and implementation of controls over the assessment and approval of grant awards, tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the business rationale of any significant transactions that are unusual or outside the normal course of business.

In addition to the above, our procedures to respond to the risks identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the Financial Statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Independent auditor's report to the trustees of Yorkshire Water Community Trust *(continued)*

Report on other legal and regulatory requirements

Matters on which we are required to report by exception

Under the Charities (Accounts and Reports) Regulations 2008 we are required to report in respect of the following matters if, in our opinion:

- the information given in the Financial Statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the Financial Statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

We have nothing to report in respect of these matters.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Deloitte LLP

Deloitte LLP
Statutory Auditor
Leeds, United Kingdom

9 September 2021

Deloitte LLP is eligible for appointment as auditor for the charity by virtue of its eligibility for appointment as audit of a company under section 1212 of the Companies Act 2006.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Statement of Financial Activities for the year ended 31 March 2021

	<i>Notes</i>	<i>Total funds for the year ended 31 March 2021 £</i>	<i>Total funds for the year ended 31 March 2020 £</i>
Income			
Income from Donations			
Donations and Legacies			
Donations received from Kelda Group	3	838,085	900,000
Donations for support and other costs		57,023	52,256
Total Income		895,108	952,256
Expenditure			
Charitable Activities			
Charitable grants paid during the year	7	(836,584)	(899,999)
Support and Other Costs	4	(57,023)	(52,256)
Total Expenditure		(893,607)	(952,255)
Net movement in funds		1,501	1
Fund balances brought forward at 1 April		5,856	5,855
Fund balances carried forward at 31 March		7,357	5,856

All amounts related to continuing operations.

The charity has no gains and losses other than those included in the results above. There is no difference between the results for the years stated above and their historical cost equivalents. All funds are unrestricted.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Balance Sheet as at 31 March 2021

	<i>31 March 2021 £</i>	<i>31 March 2020 £</i>
Current Assets		
Cash at Bank and in hand	7,357	5,856
Net Assets	<u>7,357</u>	<u>5,856</u>
The Funds of the Charity		
Unrestricted funds	7,357	5,856
Total Charity Funds	<u>7,357</u>	<u>5,856</u>

These Financial Statements on pages 21 to 277 of YWCT, registered number 1047923, were approved by the Trustees and authorised for issue on 9 September 2021. They were signed on its behalf by:



.....

Trustee



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Statement of cash flows for the year ended 31 March 2021

		<i>Year ended 31 March 2021 £</i>	<i>Year ended 31 March 2020 £</i>
Donations from Kelda Group	3	838,085	900,000
Charitable grants payable	7	(836,584)	(899,999)
Net movements in funds for the year		1,501	1
Net cash flows from trust activities		1,501	1
Cash at bank and in hand at the start of the year		5,856	5,855
Cash at bank and in hand at the end of the year		7,357	5,856

Material Non-Cash Transactions

During the period ended 31 March 2021 £57,023 (2020: £52,256) of costs were incurred in relation to support and other costs however the costs of these services were donated in full by Kelda Group. This has nil impact on profitability for the trust.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Notes to the Financial Statements for the year ended 31 March 2021

The following notes form part of these Financial Statements.

The charity is a public benefit charity and is an unincorporated charitable trust.

1. Accounting Policies

Basis of preparation

The Financial Statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

Income is recognised when the Trust has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donated support and other services are recognised on receipt on the basis of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Charitable expenditure is recognised in the Financial Statements once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's activities.

The Financial Statements have been prepared on the historic cost basis and accounting policies have been consistently applied.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

The functional currency of the Trust is pounds sterling and the Financial Statements are presented in pounds sterling. Cash at bank and in hand comprise cash balances.

The Trust is a registered charity, and as such is entitled to certain tax exemptions on surpluses on any trading activities carried on in furtherance of the charity's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

Going concern

The Trustees believe that preparing the Financial Statements on the going concern basis is appropriate. YWCT is a trust which provides support to those who are in conditions of need and who are unable to meet or pay for charges for the supply of water and sewerage. The nature of the trust is inherently linked with the operations of Yorkshire Water and Yorkshire Water's parent company Kelda Group. The Yorkshire Water and Kelda Group accounts have been prepared on a going concern basis following a thorough review of Yorkshire Water's key risks and uncertainties, including Covid-19, further information is provided in the Yorkshire Water's annual report and Financial Statements. YWCT has no commitments and has total discretion over grants made from available cash reserves; the trust is funded by donations from Kelda Group and the level of support YWCT is able to offer its beneficiaries is determined by the level of funding received. The trustees anticipate receiving similar levels of funding in future periods. YWCT is able to ensure that all financing obligations are met. The Trustees therefore believe that the trust has sufficient resources to continue in operational existence for at least one year after the Financial Statements are authorised for issue.

2. Accounting estimates and judgements

The preparation of Financial Statements in accordance with FRS 102 requires the use of certain critical accounting estimates. It also requires Trustees to exercise their judgement in the process of applying the Trust's accounting policies. There were no such areas of judgement or estimation uncertainty deemed significant in these Financial Statements.

3. Funds

The income funds of the charity are all unrestricted.

All funding is received by way of donations from Kelda Group.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

4. Support and Other Costs

The following support and expense costs were incurred by the charity during the year.

	2021	2020
	£	£
Kelda Group		
Support costs	50,963	50,962
Other costs including audit fees	5,500	-
Trustees		
Trustee expenses paid to 9 Trustees (2020: 10)	560	1,294
Total	57,023	52,256

Support costs included the following full time and part-time staff resources and associated costs who are employed within the Kelda Group: full time - 1 (2020: 1), part-time - 3 (2020: 3). The Trust has no directly employed staff.

Support costs included governance costs of £nil (2020: £nil).

The Trustees receive no remuneration for their services.

5. Auditor's Remuneration

	2021	2020
	£	£
Audit of these Financial Statements	5,500	3,000
Non audit fees	-	-

Audit fees are paid by Kelda Group.



Yorkshire Water Community Trust

Trustees' Annual Report for the year ended 31 March 2021

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

6. Related-party transactions

There are no related party transactions in the reporting period that require disclosure (2020: none).

7. Grant-making activities 2021

	Grants to Individuals £	Support Costs £	Total £
Charitable grants payable for the benefit of individuals in financial need	836,584	57,023	893,607

2020	Grants to Individuals £	Support Costs £	Total £
Charitable grants payable for the benefit of individuals in financial need	899,999	52,256	952,255

8. Ultimate Controlling Party

The charity's ultimate controlling party is the Board of Trustees.

