



Annual
Review

**TheSureserve
Foundation**

Creating warmer communities





*We're proud to have helped
the communities and families
who have benefitted
from funding this year,
but the work's only
just started.*

A letter from our Chair



Firstly I hope that you, your families, friends and colleagues have kept safe and well through this past year and that you are all finding ways to cope with the challenges that you have all been faced with during the period.

Whilst the Foundation set out to work with organisations to tackle fuel poverty, we have witnessed the ingenuity and efforts of so many this year who have repositioned themselves in order to best help those in the greatest need.

So too have we looked to broaden our emphasis, but not our direction, and support groups who were working in response to a specific local requirement, all of whom are introduced later in this document. We have had the great fortune to be able to work with organisations, both large and small, who have shared our vision of reducing the impact of fuel poverty on households and also offered us a greater understanding as to the vast variety of issues that exist within that area.

Within the Foundation there have been a number of changes to the board of trustees. Bob Holt has stepped down in his role as Chairman, and I have stepped into that role on an interim basis. Having been involved with the Foundation from the very beginning I and the other trustees are unanimous in our appreciation for Bob's tireless efforts in giving the Foundation life and instilling in it the values he believed were important for it to succeed. We have also welcomed two new trustees; Uta Hope, a professional fundraiser who is passionate about reducing inequality and helping achieve social justice; and Kelly-Anne Meredith, Group Treasury Controller at the Sureserve Group and someone with a great deal of experience in creating community-focused assistance opportunities. We look forward to working closely with both and to their contributions to the Foundation's future success.

Just as many charitable organisations are struggling in the current environment, we feel it is of the utmost importance that we try to continue to do all we can, to help them deliver benefits to communities that are so often irreplaceable once gone.

The Foundation's trustees and myself are committed to further developing the work we have done this year, and we approach the close of 2021 with great hope and ambition for further projects that will make a real difference to people across the UK.

I sincerely wish you all the very best, please keep safe and well and thank you all for your continued support.

John Charlton,
Group Company Secretary of the Sureserve Group,
Chair of the Sureserve Foundation

Our objectives

The Sureserve Foundation was set-up in March 2019 with the purpose and objective of creating warmer communities through the alleviation of fuel poverty; by supporting individuals, families and communities to achieve fuel efficiency and in turn, lessening the financial burden of high energy bills.

Understanding that too many households across the UK face challenges to their everyday well-being, unjustly and unfairly as a result of fuel poverty and energy inefficiency, the Foundation seeks to support in two key ways:

- through the provision of educational and advice services to combat fuel poverty and inefficient energy use; and
- through the delivery of projects in collaboration with industry partners, to provide energy efficient home and community improvements to combat fuel inefficiency and thus poverty.

Energy Advice and Guidance Thanks to our close relationship with the industry leading energy efficiency organisation National Energy Action, the Foundation are able to offer advice and guidance to help individuals tackle the challenges of energy efficiency and fuel poverty.

Grant Funding – We have a number of small grants available each year to help fund community based outreach projects that help to enhance energy efficiency for individuals, families and communities, across the UK. In addition to this, where possible, the Foundation seeks to leverage funding and work with industry partners to deliver larger scale community improvement projects, that aim to alleviate fuel poverty for the wider community.



Scan the QR code above to access the Foundations Energy Advice and Guidance

A photograph of a woman with dark hair, wearing a white top, smiling and holding a young child with dark hair in a bun. The child is wearing a brown and white patterned sweater. The background is a solid red color.

Our story

The Sureserve Foundation is the charitable arm of the the Sureserve Group; a leading compliance and energy services group that performs critical functions in homes and public and commercial buildings, with a focus on clients in the UK public sector and regulated markets.

With the participation of Miren Rawlings, wife of the Group's founder and Social Enterprise entrepreneur Steve Rawlings, the Group set up the Sureserve Foundation, with the vision and key aim to help create support communities across the UK.

The Foundation's focus on fuel poverty is a timely reflection of the struggles many families and individuals are experiencing in the current economical climate.

The work that lies ahead of the Foundation will make a real difference to the people that need help, and are not in a position to help themselves. It is that simple idea that inspired its creation in the first place; the countless examples all around us of the compassion and generosity of those individuals that are in a position to help, and do.

The Foundation's objectives look to inspire many people. It's a legacy of hard work combined with compassion and one we all feel very close to.



Winter Warmer Project

Collaborating with a number of businesses within the Sureserve Group and our Housing Association partners, the Foundation delivered 420 Winter Warmer parcels to households identified as experiencing the effects of fuel poverty this autumn. This year a great many communities have experienced the effects of rising fuel prices and reduced support, and the project was an important step for us to lessen the impact on as many households as we can. Each Winter Warmer pack included a food voucher for shopping, an energy saving lightbulb, a draft exclusion strip for doors and an energy saving Advice & Guidance booklet, among other things.



Easter Parcel Project

For Easter this year, the Foundation worked with a number of businesses across the Sureserve Group and their clients to identify families across the UK experiencing the challenges of the pandemic. The Foundation developed a supply chain and delivery plan to take 396 gift parcels to these families over Easter weekend. Each parcel included a food shopping voucher, Easter treats, wildflower seeds, an energy saving lightbulb, an energy efficiency advice booklet, coloured pencils and activity booklet for kids.



COVID Emergency Fuel Voucher Fund

In October, the Foundation was awarded grant funding from the Energy Redress Scheme, managed by the Energy Saving Trust to deliver emergency fuel vouchers to individuals and households in need, across the UK. The Foundation worked with a number of the Sureserve Group's housing and local authority clients to identify households who are at risk of self-disconnection and who have been adversely affected by the Covid-19 pandemic, either economically or socially. The project had provided 937 emergency vouchers by January 2021.

C.H.E.E.S.E

The C.H.E.E.S.E Project (Cold Homes Energy Efficiency Survey Experts) is an award-winning Community Interest Company that has worked for five years in Bristol. Their unique thermal imagery surveys enables householders to reduce wasted heat and achieve warmer, healthier homes, which helps save carbon emissions using low-cost DIY methods. Fuel poverty is likely to be worsened by the economic downturn caused by the COVID-19 epidemic, but with the support of the Foundation, the C.H.E.E.S.E Project now have the opportunity to expand their operation. To respond to the urgent need to retrofit homes to combat both fuel poverty and carbon emissions, TCP will utilise the money from the Foundation to enhance and strengthen its training provision.

Salvation Army

In the UK the Salvation Army are the largest provider of welfare services after the Government. Their Homelessness Service Unit (HSU) in Scotland is accessed by 1,959 people each year, including 644 people who receive housing support from the charity, but who are responsible for paying for their own gas and electricity costs. The grant offered by us is being used to assist individuals and households experiencing fuel poverty, providing small grants to clients who are struggling to afford energy top-ups and energy advice and materials to support fuel poverty education to help reduce the need of people seeking funding and assistance.

Depher

Depher (Disabled and Elderly Plumbing and Heating Emergency Response) support approximately 50-70 individuals and families each week, and since 2017 have helped over 6400 families in need; responding to over 3000 emergency breakdowns, providing over 100 free boilers and fitting 8 disabled bathrooms. The organisation is totally dependant on fundraising, and the grant money offered through the Foundation has helped to assist with the continued provision of both free or heavily discounted services, which in turn allows the individuals and households that they support the opportunity to spend the money they have saved on important household costs, such as energy bills and food.





Make Christmas Happen Campaign

In December, a key client for Aaron Services, Metropolitan Thames Valley, launched their Christmas hamper campaign, to help 'make Christmas happen' for residents who had been adversely impacted by Covid-19. Unemployment and financial hardship disproportionately affected their residents and local communities, and through their campaign, they hoped to support families through the provision of Christmas food Hampers and small gifts. Together, with Aaron Services, the Foundation made a financial contribution to the campaign and Aaron operatives volunteered to help with the delivery of the hampers in the lead-up to the festive period.



Blood Bikes

With 119 active volunteers ranging from riders/drivers, fundraisers and committee members and a mixed fleet of vehicles, including 11 bikes and five cars, LEBBS (The Lincolnshire Emergency Blood Bikes Service) has provided a 24/7 service to the NHS during lockdown, transporting blood, platelets, breast milk, pharmaceuticals and a daily transportation of COVID-19 samples between hospitals, including taking extra special precautions to help the NHS with infection control. The funding from the Foundation went towards helping with fuel costs, maintenance and upkeep of their vehicle fleet and the continuation of this vital service, during the difficult period.



Salford4Good

Salix Homes is a not-for-profit social housing provider based in Salford, Greater Manchester, who put their customers at the heart of everything they do, from investing in homes and communities, to how they provide their services. Salford4Good is a charity that supports local charities and community groups who are helping to improve the quality of life and wellbeing of people living in Salford. It has also become a trusted route for people to support Salford City's emergency response to the coronavirus crisis. The funds provided by the Foundation were used locally throughout the city, to directly help those most in need during the lockdown period.



Wandle

Wandle supports people across south London who need a home. The strain on families during lockdown placed a substantial burden on individuals, families and communities across the UK. In response to this, Wandle put in place the Helping Hand Fund, available to Wandle residents struggling financially and providing vouchers for food and other household items from supermarkets, furniture, carpets, washing machines, essential white goods and even technology as internet access is essential for universal credit and other online services. The grant from the Sureserve Foundation helped to enable Wandle to continue its important support of their residents throughout the ongoing pandemic.



The Guinness Partnership

The Guinness Partnership are a national housing provider, operating in 155 local authorities across England. Through national lockdown, Guinness were receiving 500 plus, referrals per week from residents experiencing financial crisis due to the ongoing COVID-19 situation, and one of a number of ways that they were offering their residents support, was through the supply of much needed food vouchers and energy top-ups, to assist with their gas and electric bills. As such, the Foundation offered support towards Guinness Partnership's Hardship Fund, with the funding going towards helping residents in need, with food and energy costs, during this extremely difficult period.



Endotherm

Through a partnership set-up between the Sureserve Foundation and Endo Enterprises, and in collaboration with Sure Maintenance and Irwell Valley Housing, a number of households were identified across Greater Manchester as having inefficient boilers and heating systems which have now been fitted with EndoTherm, a heating system additive, in order to help make the system more efficient and reduce their heating bills by up to 15%.

Our plans for 2022 and beyond

Progress so far in 2021

1,400 parcels delivered to families in need

937 emergency vouchers delivered

2,084 households supported

The Sureserve Foundation's purpose, to Create warmer Communities across the UK, continues to drive our actions in the pursuit of our vision, **a society in which individuals, families and communities across the UK are safe, warm, and sustainable and live without the burden of energy inefficiency and fuel poverty.**

The Foundation's plans for 2022 and beyond are firmly rooted in our values, and the change we intend to deliver throughout our activities.

Knowledge

The Foundation currently provides a range of energy efficiency information, advice, and guidance via the website www.thesureservefoundation.org. We have also made this information available in print via our *Energy Efficiency Information, Advice & Guidance* booklet, and supported a number of partners in the delivery of their projects by making copies available to them.

We continue to believe that information and accessibility is key when it comes to encouraging those experiencing fuel poverty to make small changes that can make a big difference. We will continue to develop and expand our advice and guidance, reaching more families, communities and organisations with an ever improving range of resources to help them take action and combat fuel poverty.

Partnership

Strong partnerships have been key to creating the opportunities through which we have delivered our projects, directly with client partners, with community groups, Community Interest Companies (CIC) and not-for-profits. We will continue to start conversations with new potential partners, and create opportunities to deliver exciting new projects with those we have already worked with. Our recent Easter parcels project is one example of how we're able to work with partners and their clients to deliver every key-stage through the project life cycle, liaising with key individuals, sourcing materials,

promoting activities and delivering the project on time and to expectations. We will also continue to support grant applications for both one-off projects and specific ongoing projects, giving small community-based organisations the financial support they require to realise their goals and continue their important work.

We are proud that we have been able to work with 29 partners over the two years that we have operated, and we continue to believe that in uniting our experience, passion, resources and ambition with the abilities and unique perspectives of partners who share our aspirations, we can make a difference to so many communities across the UK.

Impact

Understanding the impact on the individuals, families, communities and stakeholders we work with is crucial for us to improve and develop, ensuring every ounce of effort put in to a project translates to the maximum benefit to those that need it. A greater appreciation for the causes and effects of fuel poverty continues to be crucial in the design of support systems, resources and measures to prevent it. By working with our project delivery partners, fuel poverty experts and community organisations we can begin to measure and evaluate the impact that the foundation delivers, making sure efficiencies are added each and every time and those improvements drive our activities.

The Foundation also forms a key part of the Sureserve Group's Responsible Business (CSR) agenda, assisting with the fulfilment of Social Value objectives in the delivery of contracts across the UK. The Sureserve Group is committed to creating and sustaining successful and cohesive communities wherever they work, and we will continue to offer guidance and support on how best to benefit the people that live, work and learn there.

Our thanks

There have been so many individuals and businesses that have supported the Foundation over the last 12 months, making it possible for us to realise our mission to fight fuel poverty. Thank you to you all and we hope you will join us in 2022 to continue to support the amazing work of so many individuals and organisations across the UK.



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