

ANNUAL REVIEW AND FINANCIAL STATEMENTS

2016 / 2017

Registered with Charity Commission Number: 1012131

Registered as a Charity in Scotland Number: SC038811

Registered Company Number: 2726030





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The Trustees (Council Members) of the Electrical Industries Charity present their Annual Report and Financial Statements for the twelve month period which ended on 31 March 2017.

Message from the Chairman

I have now completed my second and final year as President of our evolving Electrical Industries Charity. With the ever-changing UK landscape there is much uncertainty about the future and our services are more in demand now than ever before.

Despite the many challenges that our country and industry are experiencing, your Charity is achieving more than ever in our market sector. We are no longer the industry's "best kept secret"; our reputation for helping and supporting those in need grows by the week. But there is still much to do. As the government welfare grant system is shrinking, this void is being filled more and more by charities such as ours.

This year is again a record for the number of people helped and we are managing to give back a greater proportion of the money collected. We have given financial assistance grants in varying forms to 672 people. Even more importantly, we have given support, direction and guidance to 4,154 people - that's a massive increase over the previous year of 32%. These people reach out to us because of recommendations from friends, colleagues or increasingly their employers.

Many employers are now very aware of the assistance that your Charity can offer, but that message still needs to be driven down to the employees, who in many cases are unaware of the range of help and support that is available. The spreading of that message is crucial to the continuing development of your Charity and the support and care you wish to offer your employees. We have four very well documented assistance programmes: Employee & Family, Pensioner, Apprentice Support and our innovative Practical Participation

Programme (PPP). The PPP allows companies and individuals to volunteer their time and donate materials to help those with a practical need, such as building a wet room, adapting a house for wheelchair access etc.

Fundraising now takes many different forms, with the latest addition being "Challenge for a Cause". This is a two-year rolling programme that has just completed its first anniversary on 1st March. It raised over £80,000 for the Hendrie family in Northern Ireland. In February a fundraising group of 10 made a life-changing trek up Kilimanjaro in order to raise that money - our thanks for all their efforts. Our next "Challenge for a Cause" started on 1st March this year and it is planned over the next two years to raise over £250,000 for the Dickenson family of Coventry.

I have thoroughly enjoyed my two years as your Charity's President and would like to thank everyone who has worked so hard to make our "changed" Charity the success it now is. Actions don't just happen; they need to be initiated, driven and concluded and in that respect thanks must go to:

Our Managing Director Tessa Ogle for all her hard work in just two years, giving the Charity the direction, focus and leadership it so desperately needed.

The President's team - Pauline Cooke, Stuart Mackenzie and Stewart Gregory - for their ability to attend urgent meetings at the drop of a hat, and to debate openly and honestly all manner of Charity issues, enabling the right decisions to be made concerning the current and future shape of your Charity.

Record number of people helped

All the Council Members, past, present and new, who volunteer their time so unselfishly in order to further the interests of our Charity in so many different ways. They represent the real voice of our industry as they are drawn from many of the major companies who have influenced this Charity over many years.

The Welfare Audit Group (WAG), who again volunteer their time to meet and review a varying selection of our welfare cases. They are a completely independent group who ensure that the help and support given is within the criteria as per our charity guidelines.

All the Regional Chairmen and their Committees for the amazing contribution they make not just to our finances, which is substantial, but by spreading the word about all that your Charity achieves. As volunteers they do a magnificent job with enthusiasm and commitment and as such help to develop our Charity.

Lastly, our staff, who with energy, enthusiasm and a good degree of helpfulness are the engine room of all that happens, from fundraising to welfare support, which is what we are about!

I am proud to have been involved with our improving and changing Charity and am sure that it will continue to develop under the watch of Stuart Mackenzie.

Paul Loke
President and Chairman of Council

672

We have given financial assistance grants in varying forms to 672 people.

4154

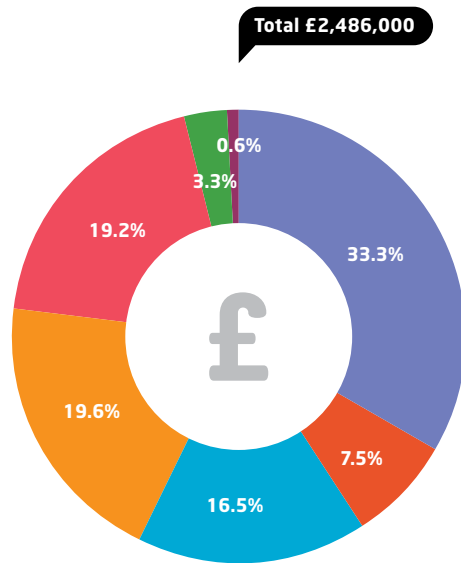
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32%

That's a massive increase over the previous year.

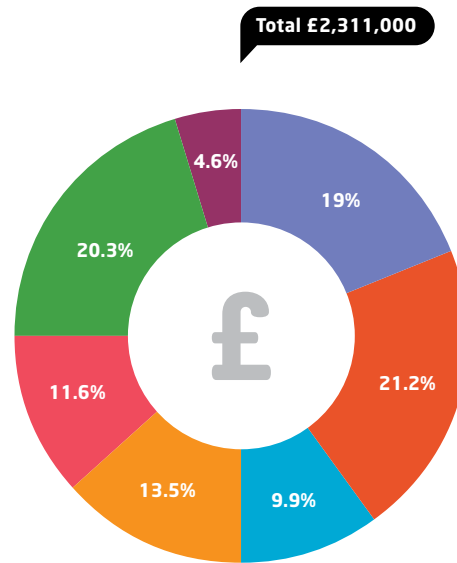
2. 2017 SNAPSHOT

The summary financial information shows the income raised, the cost of fundraising and the amounts spent on our charitable activities. The information is taken from the full financial statements for 2016-17.



WHERE THE MONEY CAME FROM

- Investments **£829k**
- Donations & legacies **£187k**
- Lottery proceeds **£410k**
- Regional Committees events **£487k**
- powerBall **£477k**
- Fundraising at Head Office **£81k**
- Other fundraising **£15k**



HOW WE SPENT THE MONEY

- Direct financial assistance **£438k**
- Support, helpline, advice & information **£490k**
- Lottery prizes & administration **£229k**
- Regional Committees events **£311k**
- powerBall **£267k**
- Other fundraising **£470k**
- Governance and management **£106k**

2.2m

People reached through our services, business programmes and events in 2016 and 2017

£13k

Funding secured from other charities

162445

Visits to our website

42324

Social media Likes

3841

Twitter followers

4672

Media mentions

IN THE UK: 1.3 million

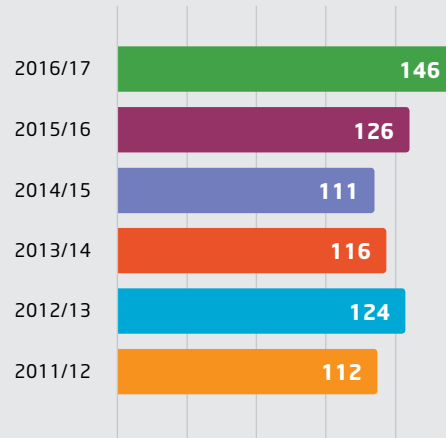
in Electrical and Energy related sectors

150,000
in Oil & Gas

150,000
Generation & Renewables

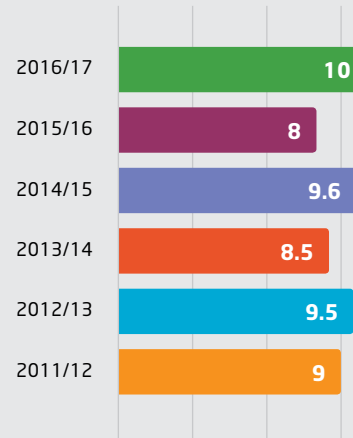
85,000
in Networks

VOLUNTEERS



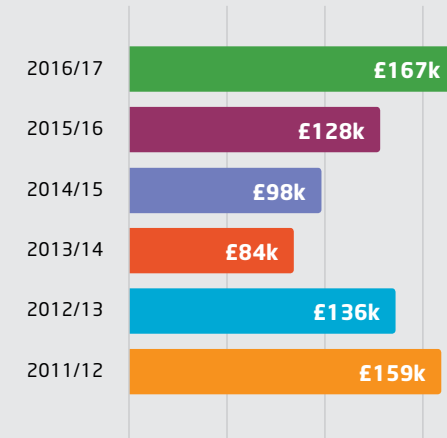
The Charity relies on the significant support and generosity of the regional committee members, council and working group volunteers to run regional fundraising events and support governance commitments.

STAFF NUMBERS



The Charity restructure in mid-2016 pushed numbers to 8 FTE and as the Charity has grown the staff support in complex case management has too, increasing to 10 FTE.

INVESTMENT DIVIDEND



The Charity's investment strategy required the portfolio manager (Investec) to deliver a 1.5% cash return. After a change in asset allocation the investment dividend return has out-performed every year since its inception.

450,000

in Design & Construction

250,000

in Manufacturing

215,000

in Retail & Distribution

23,000

are non-working disabled

130,000

are eligible for our support

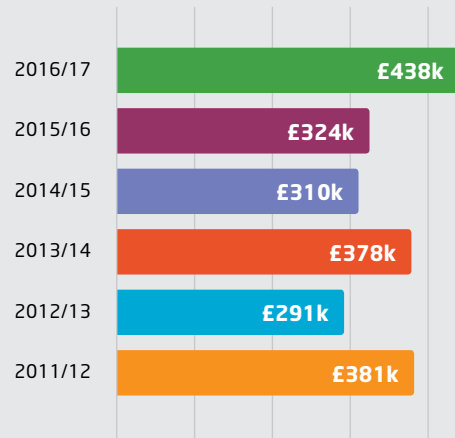
50,000

are on State Pensions

100,000

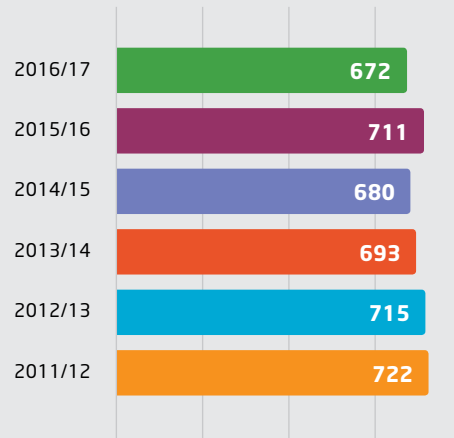
provide full-time care to a family member

FINANCIAL GRANTS



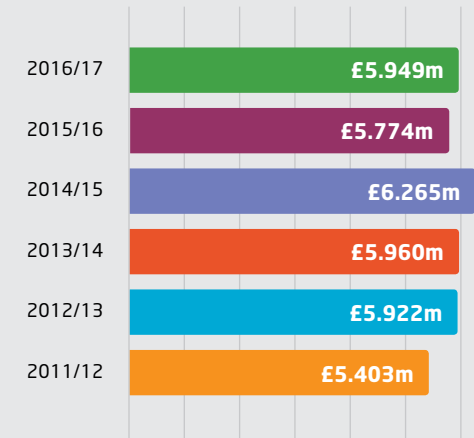
Financial grant giving has increased by over £100k mainly due to the Hendrie family case in the Challenge for a Cause initiative. The Charity has a more holistic approach to grant giving, to ensure grants are given out with a view to long-term solutions rather than short-term approaches.

NUMBER OF GRANTS GIVEN



Financial grant case numbers have reduced although financial assistance has increased. More time is spent on intervention (up 32%) and longer-term solutions involving complex case management.

SHARES / ASSETS



2016/2017 marked an excellent year for investments returns, with the Charity making over £829k. This increase was a direct result of a refocused investment strategy after hiring an independent advisor. The portfolio was transferred from Investec to UBS in March 2017 as Investec did offer a leverage facility to Charities.

3. VALUES, AIMS & STRATEGIC OBJECTIVES

3.1 OUR MISSION

Our mission deserves nothing less than our best. We will strive to transform the lives of the people we support and the industries we serve.

3.2 OUR VISION

We will be the leading provider offering preventative and high impact solutions, genuinely meeting the wellbeing needs of the electrical and energy industries. This vision will serve the industry for the next 100 years.

**Best practice
is at the core of
everything we do.**

3.3 OUR VALUES

PEOPLE FOCUS

An industry charity for industry people, providing a hand-up to those in need.

SMART

Solutions which transform the lives of the people and businesses we support for the longer term.

SUSTAINABLE

A charity that can truly say every £ invested goes back to our industry.

GROWTH

An industry charity sized to cater for growth in the sector by increasing the number of people that we support year-on-year.

LEADERSHIP

A charity designed to support the industry with clear leadership and wellbeing programmes geared towards addressing industry issues.

TRANSPARENT & ACCESSIBLE

Trustworthy, truthful and honest about all our activities. Dependable and available now and in the future.

3.4 OUR STRATEGIC AIMS

There are a number of major issues that the industry will face over the next 10 years, which include a skills shortage and pension poverty. But these are not the only issues because we are also facing a time when one in four homes in the UK will have a carer's responsibility, one in three people will be affected by cancer, and stress will become the number one reason for absenteeism in the workplace.

According to the Mental Health Foundation, every year in the UK 70 million workdays are lost due to mental illness, including anxiety, depression and stress related conditions. This means mental illness is the leading cause of sickness and absence from work.

All of these issues require the attention of our industry and more importantly, financial investment. Raising awareness in our industry network is therefore key and our aim is to attract more people to our growing range of services and support solutions. We know that life presents many challenges for people and we have set high standards of customer satisfaction which we strive to achieve.

<p>Assisting apprentices, supporting further education and upskilling</p> 	<p>Supporting their often difficult transition from adolescent to young adult</p> <p>Providing appropriate bursary support when they are caring for family members due to death, illness and incapacity</p> <p>Working collaboratively with apprentice training providers in reaching young people in need of our support</p> <p>Providing Further Education grants and scholarships</p> <p>Supporting the advancement of Women in Engineering through targeted sponsorship and scholarship programmes</p>
<p>Supporting the workforce and businesses through wellbeing programmes</p> 	<p>Improving their wellbeing at work and at home with practical programmes designed for small and large workforces</p> <p>Working collaboratively with business and trade organisations in reaching as many people as possible so they know where to turn in times of need</p> <p>Becoming the key provider of support services to people in our industries</p> <p>Promoting mental health awareness across businesses in our sector</p>
<p>Helping those in retirement</p> 	<p>Increasing their independence and improving their wellbeing.</p> <p>Supporting those providing full-time care</p> <p>To be there for those who have worked in our industries when they need us</p>
<p>Securing support for our work</p> 	<p>Sustaining and growing financial and products support</p> <p>Building a strong and vibrant regional network</p> <p>Developing effective communications that engage our supporters and raise awareness</p> <p>Developing volunteers across the regions we operate in</p>

4. ACHIEVEMENTS DURING 2016-2017

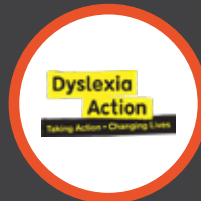
PARTNERSHIPS THAT DELIVER VALUE TO YOUR INDUSTRY

The EIC works with Macmillan in cases where someone is being given treatment for cancer, recovering or receiving palliative care. Macmillan can provide nurses and counselling support for the family. Unfortunately this doesn't always cover all the financial support a family needs so the EIC will typically cover the financial support during this period. If a client requires equipment or prosthetics, we also tend to cover those costs.

Most of our services tend to be reactive so the partnership with Mates in Mind provides focused support tools for proactively managing mental health wellbeing. Mates in Mind provide Mental Health Awareness training and tools to start conversations to bring a mental health focus to the industry.

The relationship with Dyslexia Action was developed as a result of a high number of young people with dyslexia not completing their apprenticeships. Often this was because they had not been diagnosed or their family didn't believe they were dyslexic. We work together to provide a wide range of bespoke services to apprentices: tutoring (paid for by the provider); help for families to be supportive of the diagnosis and to ensure the stigma is better handled; mentoring; peer-to-peer support.

The relationship with The National Autistic Society was developed as a result of a high number of cases of people needing support from employers who were themselves dealing with how to manage staff with autism; families struggling with diagnosis of their children; and general relationship issues for parents struggling with a diagnosis. We work together to provide a wide range of services that make family life more manageable.





5. CHARITABLE ACTIVITIES & PROGRAMMES

5.1 CHARITABLE ACTIVITIES SUMMARY

We deliver much-needed services for all families from the electrical, electronics and energy industries.

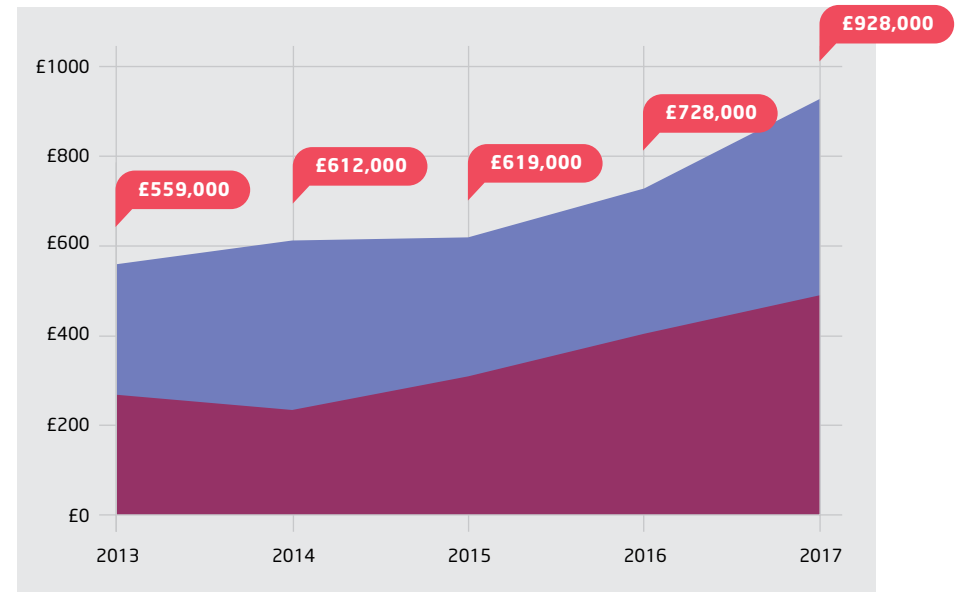
- > Family or relationship troubles
- > Financial or legal worries
- > Workplace health issues
- > Emotional or mental health problems
- > Ill health or disability

> Electrical industries Charity delivers financial assistance and a practical hand-up.

The free and confidential services are available to employers and employees, apprentices and retired workers. Key adjuncts to our service provision are:

1. We extend this assistance to family members.
2. We are able to provide whole-of-workplace coverage (not restricted to those who have professional affiliations).

5.2 WHO WE HELPED IN NUMBERS



CHARITABLE SERVICES

- Finance assistance (grants)
- Total charitable services
- Welfare delivery and support costs (advice, support, helpline)

	2017	2016	2015	2014	2013
	££000	££000	££000	££000	££000
Welfare delivery and support costs (advice, support, access assistance line)	£490	£404	£309	£234	£268
Finance assistance (grants)	£438	£324	£310	£378	£291
Total charitable services	£928	£728	£619	£612	£559
Number of financial assistance grants recorded	762	711	680	803	696

In addition to the Electrical Industries Charity main assistance line, dedicated assistance lines were provided for RWE Npower, Magnox, National Grid and PowerGen (pensioners).

ADULTS



Highest divorce rates of any other sector (sickness, infidelity and excess travel)



Over the last year, 1 in 3 cases have encompassed mental health issues



Colleagues in our sector are 2.7x more likely to commit suicide than in any other sector



The number 1 reason for financial distress is a relationship breakdown



The main reason apprentices do not manage to finish their apprenticeship is homelessness



Men respond best to telephone counselling and the under-21s to online counselling

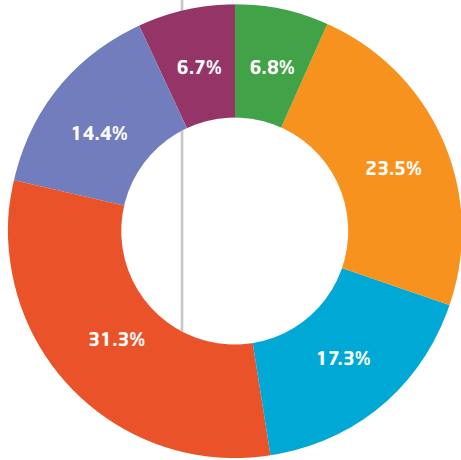


100% of all counselling cases request a female counsellor

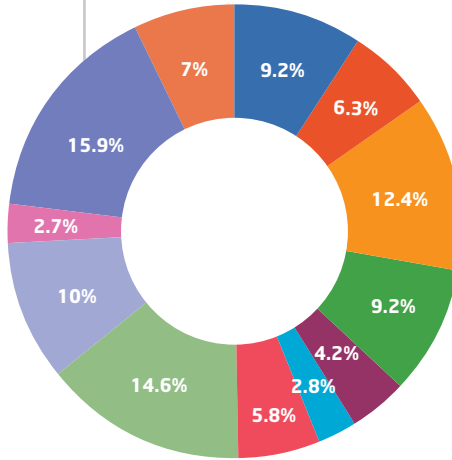


Over 80% of all serious addiction cases experienced a traumatic event but never sought therapy for it

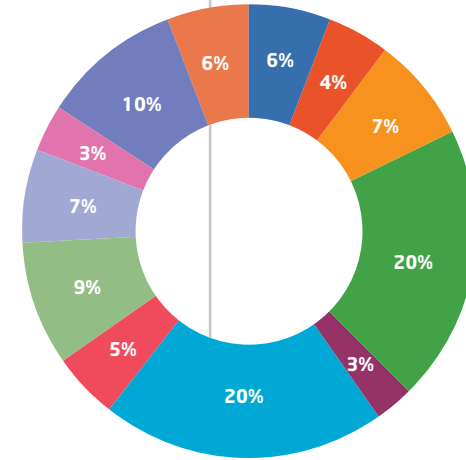
The largest segment still remains the 56-65 age group



The West Midlands region taking the greatest number of cases.



Northern Ireland had the large grant for the Hendrie family and the North East had 3 PPP projects.



AGE PROFILE OF BENEFICIARIES

- 18-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76+

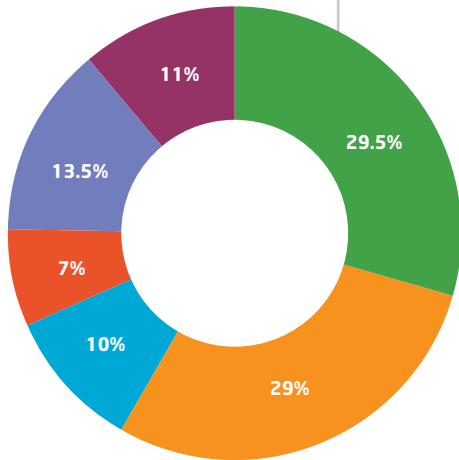
GRANT NUMBERS BY REGION

- East Midlands
- East of England
- London
- North East
- North West
- Northern Ireland
- Scotland
- South East
- South West
- Wales
- West Midlands
- Yorkshire & The Humber

REGION BY POUND

- East Midlands **£26,506**
- East of England **£19,590**
- London **£32,287**
- North East **£86,552**
- North West **£12,828**
- Northern Ireland **£88,820**
- Scotland **£21,137**
- South East **£38,554**
- South West **£29,606**
- Wales **£14,190**
- West Midlands **£43,796**
- Yorkshire & The Humber **£25,554**

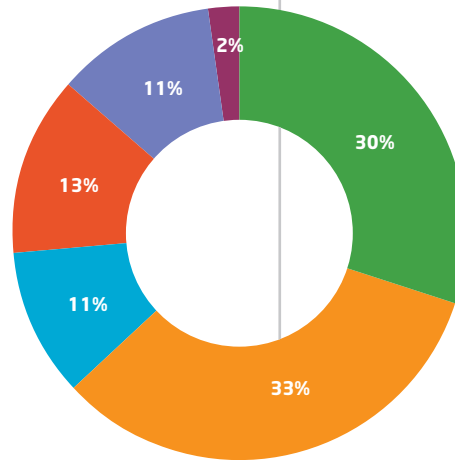
Construction has taken over the wholesale industry as the largest sector for grant recipients.



SECTORS OF GRANT RECIPIENTS

- Construction
- Electrical Wholesale & Retail
- Engineering & Design
- Generation & Renewables
- Manufacturing
- Networks

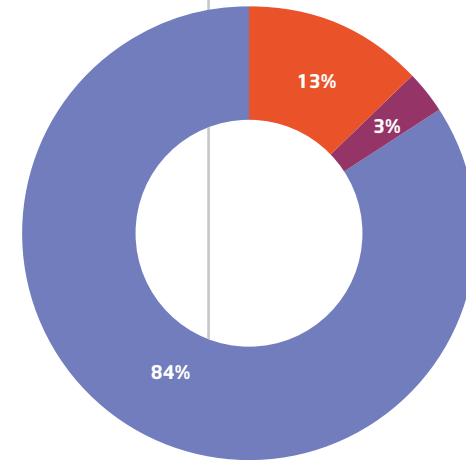
Electrical wholesale and retail sectors remain the largest recipients of financial grants.



GRANT £ BY SECTOR

- Construction **£132,200**
- Electrical Wholesale & Retail **£145,699**
- Engineering & Design **£45,671**
- Generation & Renewables **£56,900**
- Manufacturing **£49,252**
- Networks **£9,700**

84% of all grant recipients applied for grants in relation to themselves rather than a family member.



ELIGIBILITY VIA

- Deceased partner
- Partner
- Self

5.3 WORKPLACE PROGRAMMES

The Electrical Industries Charity is proud to be a full-service support provider to our stakeholders.

In order to extend our outreach to the working population we have packaged our free and confidential services in a suite of programmes. These are designed to comprehensively serve our market demographic, clearly outline the benefits for users, and be easily understood and adopted within the workplace.

Initial feedback from companies has been positive and we look forward to further growth in 2016-17.



EFP
Employee & Family Assistance Programme



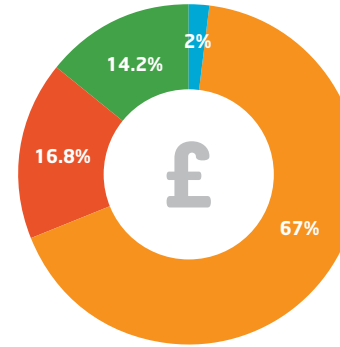
PPP
Practical Participation Programme



ASP
Apprentice Support Programme



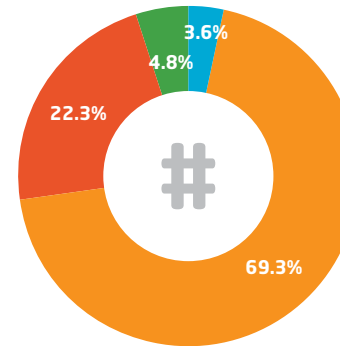
PSP
Pensioner Support Programme



Total for Charitable Services £439,422

GRANTS BY £ TO PROGRAMME

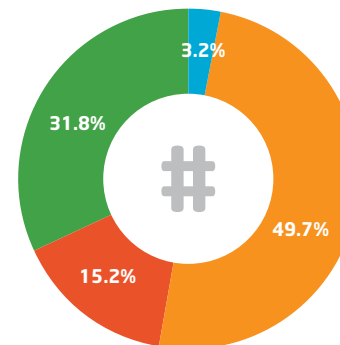
- Apprentice Support Programme
- Employee & Family Support Programme
- Pensioner Support Programme
- Practical Participation Programme



672 Financial grant cases

NUMBER OF GRANTS BY PROGRAMME

- Apprentice Support Programme
- Employee & Family Support Programme
- Pensioner Support Programme
- Practical Participation Programme



4154 Interventions

INTERVENTIONS BY PROGRAMME

- Apprentice Support Programme
- Employee & Family Support Programme
- Pensioner Support Programme
- Practical Participation Programme

5.3.1 Apprentice Support Programme (ASP)

The ASP delivers financial grants and practical assistance to apprentices and their families.

An apprentice going through a rough patch at home that puts their work performance at risk needs support to allow progression, and to achieve a lifetime of productive, satisfying work.

Supporting the industry through education is a key focus for the Electrical Industries Charity and the launch of the Apprenticeship Support Programme is designed to help young people deal with some of the key challenges that affect them as they embark on their career.



5.3.2 Employee and Family Support Programme (EFP)

The Employee and Family Support Programme (EFP) is our flagship programme, developed specifically for the working heartland of our industry. It is designed to make an immediate and sustainable positive impact on your business and your people.

Staff productivity is a critical factor for any organisation but equally as important is recognising the personal life of employees.

Staff productivity is an important factor for any organisation but equally as important is recognising that the personal life of employees is central to their wellbeing. When things go wrong the Electrical Industries Charity is here to help with a range of services which address issues such as family or relationship problems through to debt advice, ill health and disability.



5.3.3 Pensioner Support Programme (PSP)

For many people, being retired means a reduced income which can leave individuals struggling to pay household bills, unsecured debts, or both. Any unexpected expenses, such as replacing a broken appliance, may become difficult to cover.

Businesses adopting the PSP can reach out to their retired colleagues in need, often providing a vital community connection that can be lost in retirement.

The Charity can provide a hand-up with financial grants and assistance services. To achieve the best outcomes for our PSP clients we work seamlessly with a broad range of professional charitable and service providers across the community, health, welfare, legal, financial and psychology spectrum.



5.3.4 Practical Participation Programme (PPP)

Our invaluable stakeholders within the electrical and energy industries are perfectly placed to support this initiative.

When handing out financial grants to people in need of building rectification or modification to assist with disability access, we often require practical assistance in terms of building materials, engineering and installation skills and equipment to support the upgrades. Another way our industry can support the Charity is to participate in our Practical Support Programme, which allows individuals and companies to provide services and materials on a voluntary basis and as a result dramatically reduce the cost of these projects.

The Practical Participation Programme harnesses your specialist skills in terms of time, equipment and materials - providing practical help where it is needed most.

You will work alongside the EIC (and our leading charity partners) in solving or contributing to solutions, for those in desperate need of your help. Once you have registered as a PPP partner we will approach you on an as-needed basis to ask for your assistance.



PROGRAMME ICONS >

Clockwise:
ASP, EFP, PPP & PSP



PROGRAMME BROCHURES >

Left to right:
ASP, EFP, PSP & PPP



SAFETY TOOLBOX CARDS >

SAFETY TOOLBOX

ALCOHOL DEPENDENCY

If you find it difficult to enjoy yourself or relax without having a drink, it's possible you've become dependent on alcohol.

The WHO estimates that just under one in 20 (5.2%) men in the UK and one in 25 (4.0%) UK women show signs of alcohol dependence (sometimes known as 'alcoholism').

Being dependent on alcohol means you feel you're not able to function without it, that drinking becomes an important, or sometimes the most important, factor in your life.

Access Assistance

0800 652 1618
support.electricalindustry.org

Available 7 days a week offering free and confidential advice to electrical industry workers in the UK. For more information on the services we offer, please visit our website or contact us on 0800 652 1618.



electrical industries charity An industry charity with industry power

SAFETY TOOLBOX

RELATIONSHIP BREAKDOWN

When problems develop in a relationship, it can be the cause of poor health, stress, loss of sleep, loss of interest and falling standards, and the breaking down of an important relationship can cause feelings of anger, sadness, grief and despair.

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SAFETY TOOLBOX

STRESS CAUSED BY CARER RESPONSIBILITIES

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electrical industries charity An industry charity with industry power

SAFETY TOOLBOX

DON'T LET STRESS GET YOU DOWN

Job stress is the physical and emotional harm that occurs when the requirements of a job do not match the capabilities, resources, or needs of the worker. Job stress can lead to poor health and even injury.

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SAFETY TOOLBOX

SUICIDE Starting the Conversation

Suicide is the greatest cause of death amongst young men (15-44) in the UK and of many young women.

Every four minutes someone in the UK tries to kill themselves and every hour and a half someone succeeds.

There were 6,322 deaths by suicide recorded in the UK in 2014, of which 70% were men. This compares with 1,215 people who died in traffic accidents.

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SAFETY TOOLBOX

DYSLEXIA


Did you know...

One in 10 of the population is estimated to have dyslexia, and more than 6.3 million people in the UK are potentially affected by dyslexia.

Access Assistance

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electrical industries charity An industry charity with industry power

PROGRAMME POSTERS >

Clockwise:
ASP, EFP, PSP & PPP

What if...
your Mum was sick...



...and couldn't afford to pay the rent?

"I've been caring for my mum all her later years for the last five years. Although there are a lot of services that are willing to provide personal support and help, there isn't any support for me to help my mum see the house that she would no longer wish to live in." - Jill Horton

Apprentice Support Programme (ASP)

Supporting the industry through education is a key focus for the Electrical Industry. The Apprentice Support Programme is designed to help young people deal with some of the key challenges that affect them as they embark on their career.

Access Assistance

0800 652 1618

support@electricalcharity.org

0203 696 1710
admin@electricalcharity.org
facebook.com/electricalcharity
@electricalcharity
www.electricalcharity.org

How...
do you pay your mortgage...



...when sick pay runs out?

"The money I make through my job is something that I'll never be able to repay. How much that I have done in my life and in being my mortgage with the charity is something that I'll never be able to repay. It's a really good feeling that they have been able to help me out with my mortgage. It's a really good feeling that they have been able to help me out with my mortgage. It's a really good feeling that they have been able to help me out with my mortgage." - Jill Horton

Employee and Family Support Programme (EFP)

Designed to make an immediate and sustainable positive impact, the Employee and Family Support Programme could provide programme, personal assistance for the working families of our industry.

Access Assistance

0800 652 1618

support@electricalcharity.org

0203 696 1710
admin@electricalcharity.org
facebook.com/electricalcharity
@electricalcharity
www.electricalcharity.org

What if...
you couldn't get around...



...your house?

"Having the electrical engineers Electrical's have supplied for this is fantastic. I could not have known where to turn. It has allowed me to get between the electrician & Electrician's. We don't get you free (the bottom of our hearts)." - Lawrence

Practical Participation Programme (PPP)

The Practical Participation Programme harnesses specialist skills of our members and provides a valuable service to those who are unable to get the help they need to get the most out of their lives.

Provide your assets	Utilise your skills
<ul style="list-style-type: none"> Electrical expertise Building materials Building equipment Tools and equipment for installation 	<ul style="list-style-type: none"> Installation Wiring Project Management Advice for apprentices

Access Assistance

0800 652 1618

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@electricalcharity
www.electricalcharity.org

Do you...
provide 24/7 care...



...for someone in your family?

"Although I do not see myself as a carer, I was just doing what I should do for the last 18 years to support my dad. Thanks to the charity the respite holiday was probably the best thing I've ever done. It was able to breathe a little bit of life into my dad." - Lawrence

Pensioner Support Programme (PSP)

Working intensively with a range of professional partners and service providers across a broad spectrum, the Pensioner Support Programme provides a safety net and is an answer for a safe, secure and more independent retired life.

Access Assistance

0800 652 1618

support@electricalcharity.org

0203 696 1710
admin@electricalcharity.org
facebook.com/electricalcharity
@electricalcharity
www.electricalcharity.org

5.4 OUR SERVICES

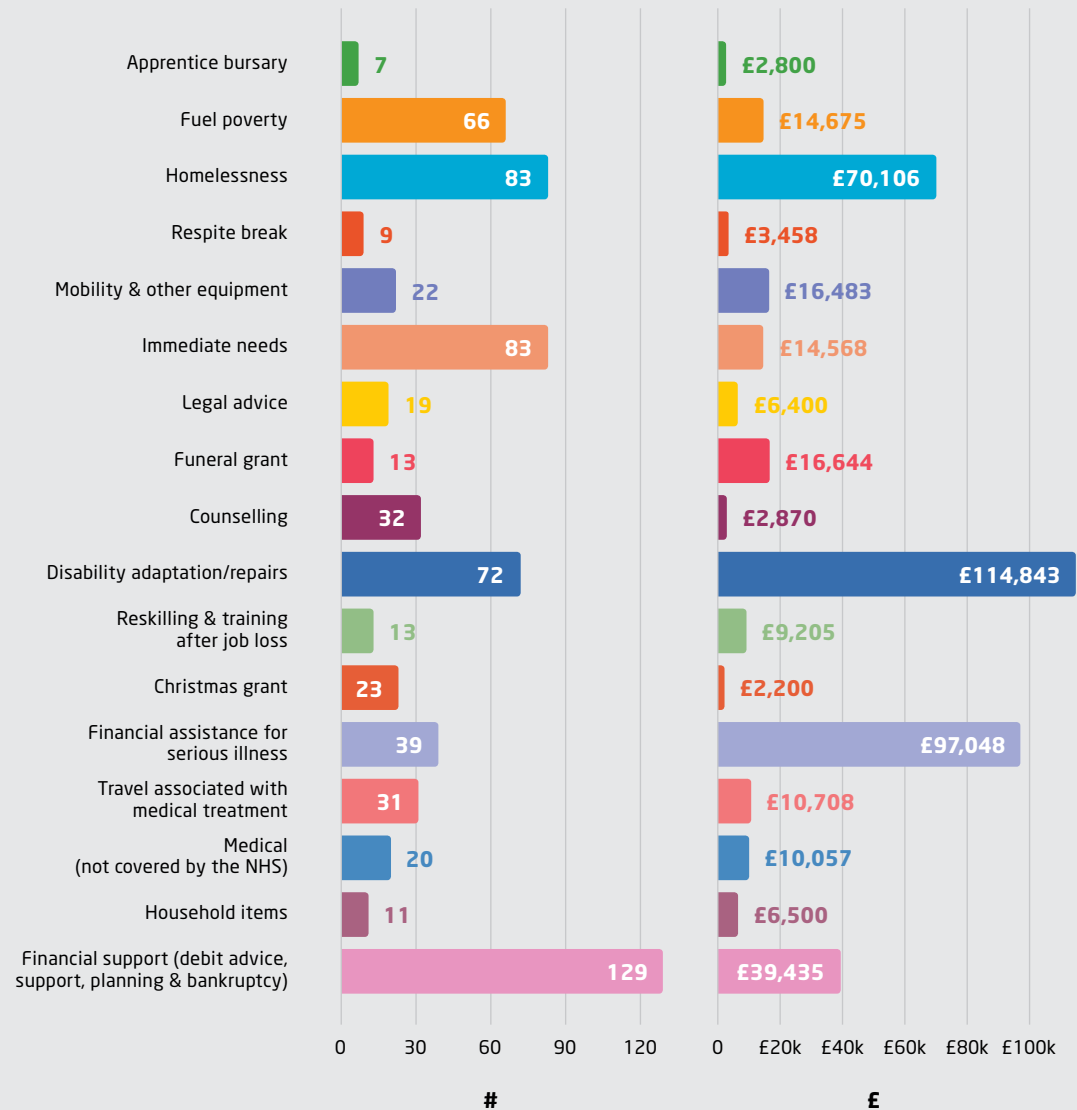
The energy which our industry creates continually shifts to meet the demands of the community and in the same way our energy is constantly shifting to ensure that we remain the first point of call for people in our sector who are in need of support.

An EIC access line has been operating since 2000 and in 2016-17 the team handled over 2,000 calls. More people are reaching out through our support email than ever before preferring this over our assistance line.

In October 2016 the Access Assistance line was transferred from the third-party service provider to the in-house case team. The result has really improved our service delivery back to the industry.

Assistance as this was more in keeping with the services that we offer. In fact, many of the potential beneficiaries of this service had never previously had the need for a helpline and could be reluctant to use the service. Access Assistance is therefore far more in keeping with the services that the Charity offers - providing a hand-up when people are in need.

GRANTS BY CATEGORIES



FINANCIAL ASSISTANCE

For those who can demonstrate a financial need, the Electrical Industries Charity provides financial grants for a wide range of needs from the everyday to the exceptional including disability adaptations, mobility equipment, home repairs and also basic essentials like heating and food.

FREE DEBT ADVICE

Non-payment of essential services bills, council tax arrears and other debt, which is often exacerbated by illness, redundancy or changes in marital status is a common cause of severe financial stress. In the past decade there has been an increase in the percentage of the population that identifies with financial struggle; at the same time there has been an overall reduction in real hourly income. (Financial Capability Of The UK report)

The Electrical Industries Charity partners with The Debt Advice Network (TDAN), a charitable organisation providing individual solutions to debt problems. TDAN has a nationwide team of advisors who are ready to help get people on the road to financial recovery.

LEGAL ADVICE

We refer clients to receive free general legal advice for most personal matters:

- Family law, wills and probate
- Taxation, state pension and pension credits
- Consumer law, motoring and road traffic accidents
- Personal injury, clinical negligence, loss of earnings

Note that this advice does not extend to legal case work.

ACCESS ASSISTANCE LINE

Our ambition is to reach more working people who may be experiencing challenges in their lives. Providing a hand-up in times of need, the EIC can now be contacted out of hours, so our clients can call us at a time when they are most in need, or most able to talk. This new extended service is termed **Access Assistance**. Calls are free from UK mobiles or landlines.

Access Assistance

 **0800 652 1618**

 **support@electricalcharity.org**

Mon-Fri 8.00am to 8.00pm Sat-Sun 8.00am to 1.00pm
Free and confidential services

COUNSELLING

We are able to make referrals for up to six sessions with a Telephone Counsellor accredited by the British Association of Counselling and Psychotherapy. Counselling is available for a wide range of conditions and is an important step in giving people the resilience and self-determination to work their way back to a more comfortable position. All counselling services are provided free of charge.

RESPIRE BREAKS FOR CARERS

One in seven of the working population has caring responsibilities. This is a role that is becoming more prevalent and also more visible within the UK. Carers provide an essential service and we provide the care they need to stay emotionally and physically healthy; for example, we can assist with respite care or financial grants.

To find out how to enrol your employees in the programme, contact our Business Development Team on 0203 696 1717 or email business@electricalcharity.org

6. PROVIDING A HAND-UP TO THOSE IN NEED – OUR CASE STUDIES

Working with people when they need a hand-up is at the very heart of our work. As these stories show, the Electrical Industries Charity offers practical support to people at every stage of their lives.



6.1 APPRENTICE SUPPORT PROGRAMME (ASP)

Almost 15% of young adults in the electrical industry are dealing with learning difficulties such as dyslexia, and through its Apprentice Support Programme the Electrical Industries Charity is providing vital support to ensure these young people succeed in their chosen career.

Dyslexia is a hidden problem that can be missed at school, and often shows its presence through disruptive behaviour and missed schooling. For example, at the age of 15, Scott left school, due to many years of bullying and missed education. He is now well on the way to completing his apprenticeship, and all of his work is well documented. However, he has yet to pass his final written exam, and it is now that his difficulties have come to light.

After years of ongoing bullying at school for being 'stupid' Scott almost quit his apprenticeship, thinking that his dyslexia was an intelligence issue. His employer was keen to help him through this final stage of his apprenticeship and therefore, he approached the Electrical Industries Charity to get more support for Scott.

The Electrical Industries Charity joined ties with JTL to facilitate Scott's first ever assessment for dyslexia and found a specialist tutor to help him on a one-to-one basis. Scott will now be supported right through his exam, and on to a successful journey as a fully qualified electrician.

In the electrical sector, there are many young apprentices like Scott who are not aware of their learning difficulty, which can stand in the way of pursuing their dream career. By joining together, the Electrical Industries Charity and JTL are helping young apprentices to succeed in their chosen careers and aim to end the stigma of mental health issues while creating awareness and giving them the support they need.

"Dyslexia is a hidden problem that is often missed throughout schooling. One in 10 people in the UK are affected by dyslexia. The Electrical Industries Charity is working hard to ensure awareness of dyslexia is better understood in the sector. With almost 15% of the electrical and energy industry suffering with it, it makes sense to create greater awareness and provide support through our Employee Assistance Programmes." Managing Director, Tessa Ogle

6.2 EMPLOYEE AND FAMILY SUPPORT PROGRAMME (EFP)

Danny May

Danny came to the EIC in October 2015 and had been a qualified electrician for about 10 years. He had been running his own successful business but started to lose money rapidly, and this caused a similarly rapid decline in his physical and mental health. His marriage broke down under the strain of this and their new baby, resulting in a complete mental health breakdown and a few weeks in hospital.

He was unable to work because of the residual anxiety and depression, and was on a high level of medication. He could not be left alone, nor could he leave the house as his nerves left him feeling very vulnerable and unsafe.

In March 2016 there was a slow improvement, and his mother was paying for a private counsellor, which was helping a little. However, severe anxiety still descended without warning and there were days when he could not even open the curtains.

He was renting a two-bedroomed house so that he could have his daughter stay with him on alternate weekends, when he was well enough. However, further anxiety was caused when his Housing Benefit Discretionary extra benefit was stopped, and left him with a £400 per month shortfall. His mum helped with this when she could and we have assisted with a few months of support with the shortfall.

Danny had a short, but unfortunately doomed relationship at the beginning of 2017 and was beginning to feel desperate that he would never get well enough to work. There was no further counselling available from the NHS and in any case he had found it difficult, as these were often in group sessions, which he could not cope with.

He was offered counselling with our telephone counselling service and he was very keen to give this a try. At the same time he asked about setting up to work for himself locally, as he was aware there was a shortage of electricians, and asked about registration with NAPIT.

After his first counselling session Danny sounded like a different person! His parents noticed the difference immediately. He felt able to open up to our counsellor far more than ever before, and felt it had gone really well.

We have helped with the cost of his NAPIT registration and some much-needed tools; he has found NAPIT incredibly helpful and supportive.



Phil Andrews*

Phil works for a large electrical wholesaler in Norwich. After 10 years of marriage his wife told him that she no longer loved him and wanted to separate; this came as a complete shock to Phil. He later found out that his wife was having an affair. Phil has two young children aged four and one and he struggled to understand how his wife could destroy their family. Following the separation, he stayed at his brother's flat, sleeping on the floor, but continued paying the household bills for the family home. Phil became very depressed and struggled financially.

The EIC provided funds to find him accommodation, organised counselling services and family law advice to work through custody and maintenance issues without needing to go to court.

"The emotional support from the EIC has allowed me to breathe again. I did not have much hope for our marriage. The affair destroyed the trust and feelings we had for one another. I didn't see how therapy could change that but the EIC therapist was incredible. She was compassionate and empathetic and gave me the tools I needed to begin the healing process. Although my marriage is over, the support I received from a legal and counselling perspective lightened the heavy burden and got me out of a very dark place. I hope talking about it encourages more people to ask for help in similar circumstances."

*Named changed for privacy purposes



**There are many more stories
like these on our website:
electricalcharity.org**

6.3 PRACTICAL PARTICIPATION PROGRAMME (PPP)

The Electrical Industries Charity, in partnership with City Electrical Factors (CEF), has made a difference in Holly Hatherall's life by giving her independence and enabling the whole family to look forward to a brighter future.

Holly Hatherall is an eight-year-old girl who suffers from basal ganglia damage due to a crisis at a very early stage in her life. This led to dystonia in all her limbs – a condition which has prevented her body from functioning effectively.

This young girl is unable to sit independently, stand, walk or talk and the only way for her to get around is by using a wheelchair at all times. Holly is a bright little girl who learnt to read at a very young age, and she uses a Tobi Eye-Gaze computer to communicate with people around her.

Holly lives in Stroud, Gloucestershire, with her mum and dad (Jemma and Neil) and little brother Billy who turned two in October. In 2012, the family were forced to move home to give Holly a better quality of life. Their former home had no way of meeting Holly's long-term needs and it was becoming increasingly difficult and unsafe for Jemma to carry her up and down the stairs. They acquired planning permission for their new home to build an extension for a wet room and downstairs bedroom and to make the house more accessible.

Holly's parents applied for a Disabled Facilities Grant, to help fund an extension that would make life easier for Holly and the whole family. Jemma and Neil were successful and received the maximum £30,000 grant; however, this sum did not cover the full extension cost of £58,000. With a £28,000 shortfall Jemma contacted the Electrical Industries Charity for financial support.

The Electrical Industries Charity recognised how important the building extension was for the whole family, and especially for Holly, and offered the Hatherall family an extraordinary grant of £27,000. R L Glass Pool Charity Trust donated the remaining £1,000.

Holly's dad Neil has been an electrician since leaving school and has completed the full electrical installation and plumbing in Holly's room extension himself to reduce the cost as much as possible. To help Neil, City Electrical Factors (CEF) donated over £7,000 worth of tools/products needed for this project.

The donations from the Electrical Industries Charity and City Electrical Factors (CEF) have made Holly's life much easier by giving her a room that fits her needs and allows her to have independence in her life.

Holly is now able to turn on her lights with a swipe of her hand. She can now shower and carry out her bedtime routine much more easily without her mum and dad having to hold her between them, and she can open her door and go straight outside with no temporary ramps getting in the way.

Neil and Jemma have had a weight lifted off their shoulders, and they can now enjoy Holly's company and interact with her without the burden of having to worry about carpets or carrying Holly up or down the stairs.



7. FUNDRAISING & PUBLICITY

The Electrical Industries Charity does not receive any funding from Government or statutory sources. Our principal sources of funds are:

- The proceeds of functions and events organised by the Charity and its volunteer Regional Committees
- Voluntary donations from companies and individuals, collections at various events, legacies and donations in memoriam;
- powerLottery, payroll-giving and other employee fundraising schemes
- Income from investments

Thanks to our industry supporters and hard-working volunteers, 2016-17 was an outstanding year for fundraising, ensuring that the Charity remains at the heart of helping the industries support their own people in their hour of need.

6070 
people attend our industry events

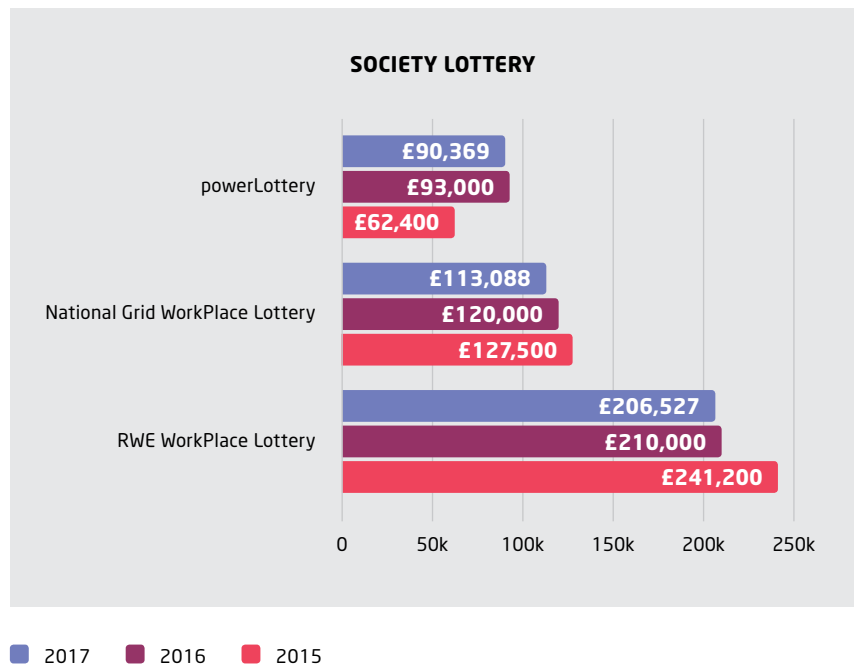
*Power
Lottery*

7.1 KEY FUNDRAISING ACTIVITIES

7.1.1 Society Lottery

Company lottery schemes and the Electrical Industries Charity's powerLottery generated gross proceeds of £410k. This is down on previous years due to RWE and National Grid restructuring and the age of the lottery subscribers.

These lotteries are operated as subscription-based Society Lotteries under the Gambling Act 2005 as amended and licensed by the Gambling Commission (www.gamblingcommission.gov.uk)



7.1.2 powerBall

powerBall 2016 lifted the roof last year with the Jersey Boys. Thanks to our sponsors and guests, the event raised £210k.

7.1.3 Challenge for a Cause

We also introduced EIC Challenge for a Cause to raise funds for particular capital-intensive causes such as the Hendrie family.

Christopher Hendrie, aged 32, was a well-respected electrician, a loving husband and a father of two who lost his fight to the rare form of cholangiocarcinoma cancer, which is commonly known as bile duct cancer on 31 October 2014.

The Hendrie family's life changed within a period of 10 days. On 25 August 2014 Christopher and his wife Gillian found out that they were expecting their third child, but their happiness was short-lived as 10 days later Christopher was diagnosed with this extremely rare form of cancer. Nine weeks later, after having intensive radiation and chemotherapy treatments, Christopher sadly passed away on 31 October 2014, with his wife by his side and without seeing the birth of his third child.

Christopher was not eligible for life insurance due to his existing genetic autoimmune disease, and his family were left with nowhere to turn. To help lift this heavy burden and to build a future for the family, the Electrical Industries Charity launched the Mount Kilimanjaro fundraising challenge and is hoping to raise £100,000 by February 2017 to support research into this rare form of cancer and give financial assistance to the Hendrie family.

> powerLottery to grow to 1.3 million by 2025

power
Lottery

OUR FIRST CHALLENGE FOR A CAUSE EVENT MT KILIMANJARO FEBRUARY 2017

Climbing the tallest freestanding mountain in the world is not an everyday challenge that many people are willing to take. But nine enthusiastic trekkers joined me on the Electrical Industries Charity's first Challenge for a Cause and embarked on the journey of a lifetime to raise funds for the Hendrie family who have lost a loving husband and father to a very rare form of cancer.

The nine trekkers who joined me on this extraordinary experience included Johanne Stimson of Heat Mat; Andrew Dykes of SES Engineering Services Ltd; Mike Smith of SES Engineering Services Ltd and Senior Vice President of the ECA; Denise Hillier of Spring Electrical Ltd; Mark David Ward of Power 1 Group; Dave Gilbert of SCV Electrical Limited, Rosemary Phillips of RDM Electrical and Mechanical Services and Joseph Hogg of Edmundson Electrical Ltd.

The journey to the top of Mount Kilimanjaro has indeed proven to be one of the most challenging experiences for everyone in the group. But compared to the Hendrie family's struggles that they had to face, the challenge to the top of the summit was nothing, and that is what kept us going throughout our eight-day trek.

The journey to the top

Our journey to the top followed the Lemosho Route, which is widely considered to be one of the best and offers a remote, unspoilt and scenic approach to the summit. Our 70km trip to the Uhuru Peak began in the lush rainforest of the Lendorossi National Park where the whole team embarked on the challenging route towards the summit.

At the beginning of the trek, we were all slightly nervous and had a lot of time to think about our personal challenges ahead of the climb. But we all knew that we signed up for a great cause which will help to transform the Hendrie family's future, and that was what kept us going as we climbed the tallest freestanding mountain, which stands at a height of 5,895m.

We had a fantastic team around us during the challenge, including our guide Musa who was always there to reassure us that we were all capable of succeeding and told us that there was no reason why we would not make it to the top.

All eight days of our trek proved to be very challenging and required a lot of physical and mental strength as we climbed both up and down the demanding terrain. But while we climbed high, we slept low to ensure that we were all acclimatised to the surroundings and to avoid facing the difficulties of altitude sickness.

The excitement as we neared the summit was hard to contain but it was tinged with trepidation as we felt the effects of altitude sickness. The higher we climbed, the harder it got, which caused a lot of apprehension along the way. Nevertheless, we supported each other throughout this journey and our medical team ensured that we were all capable of getting to the top.

Each day we stayed at very welcoming camps where we were provided with a welcoming bowl of hot water for 'washy washy' and a delicious hot meal which kept our energy levels high for each day's challenging climb. The camps were all fantastic, but our favourite was without a doubt Barranco Camp due to its sense of wilderness and spectacular views.

As you might expect, the last day of the trek was one of the toughest and required an incredible amount of determination and strength because as the path to the summit got tougher, the altitude really started taking its toll.



The final push

The last morning started early with our usual “double check, double check” routine to ensure we were all prepared for the final push to the summit via Stella Point.

For many people Stella Point is the pinnacle of the climb and once the photos have been taken they are happy to make their way back down - after all, you do get a certificate for reaching this point.

But we had made it this far and although the actual summit (Uhura Peak) was another arduous 45-minute climb, we had gone too far to turn around now and miss out on the ultimate goal.

We all knew that we were doing this for a very important reason and that we had pictures to take and banners to raise. Therefore, we went for a final push towards our destination and overcame the demands of challenging conditions on the final push to the summit, and with a steep zig-zagging climb over loose, volcanic scree - we made it to the top.

The overall experience of climbing one of the tallest mountains in the world was not an easy task, but it is called Challenge for a Cause for a reason, and we pushed beyond our personal boundaries and successfully made it to the top. It was a great feeling of achievement knowing that the personal challenges that we all overcame on this journey will help the Hendrie family to overcome theirs.

The euphoria of reaching the summit of Mount Kilimanjaro was something that none of us will ever forget. If you are thinking of taking on a major challenge, this will be life changing for you in many different positive ways, just as it has been for us.

Managing Director of the Electrical Industries Charity, Tessa Ogle, says: “Mount Kilimanjaro was a great success that required a lot of mental and physical strength, but together we made it to the top of Africa’s highest point, and most importantly we raised a tremendous amount for the Hendrie family. I would like to thank all of the trekkers and everyone that has donated so far.”

Sales Director of Spring Electrical, Denise Hillier, says: “I signed up for the Challenge to climb Kilimanjaro because my father had just passed away from cancer and I wanted to do something to help others who had suffered too. It was the toughest physical challenge of my life so far, but reaching the summit was the most rewarding feeling of my life.”

Managing Director of Heat Mat, Johanne Stimson adds: “The euphoria at reaching the summit of Mount Kilimanjaro was something I will never forget. I would say to anyone who really wants to push themselves outside of their comfort zone and take on a major challenge, this will be life changing for you. Believe me, it is, and my life will never be the same in so many positive ways.”



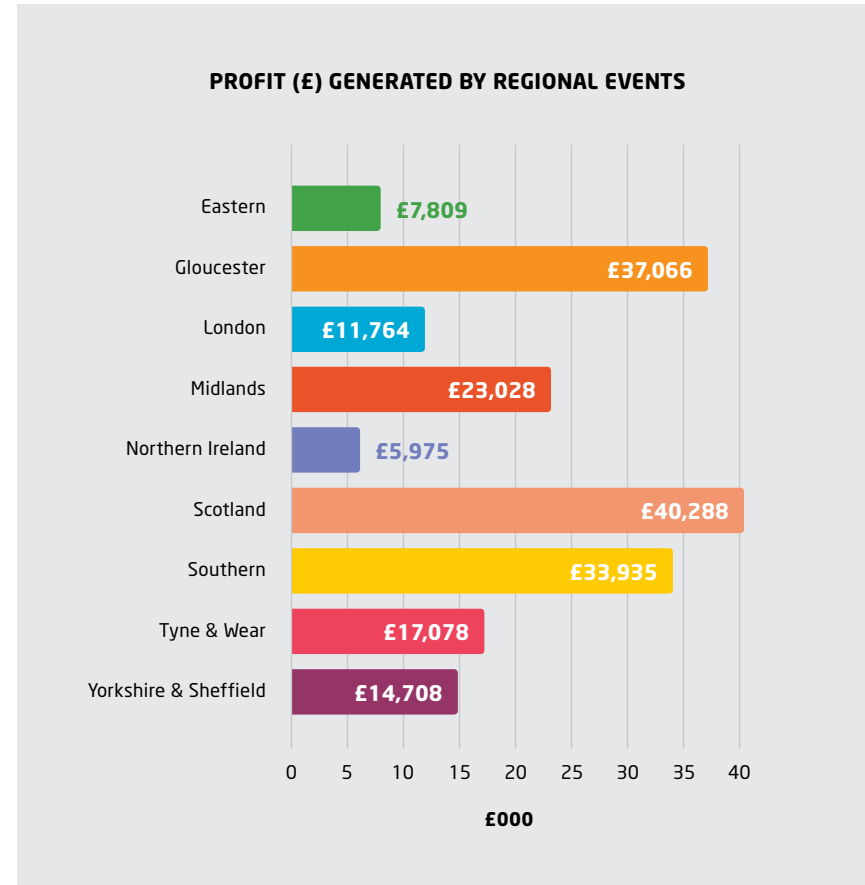
7.1.4 Regional Committee Fundraising

Our Regional Committees organised and hosted over 30 events throughout the year. From golf days to dinners, and fishing days to glamorous balls they generated £192k of profit.

The income generated was £487k and expenditure of £311k.

Total profit return including head office costs is £176k profit.

> Not only do these events and activities provide much-needed funds, but they also spread the message about the Charity's ability to assist businesses, employees and their families.



Glasgow Regional Committee

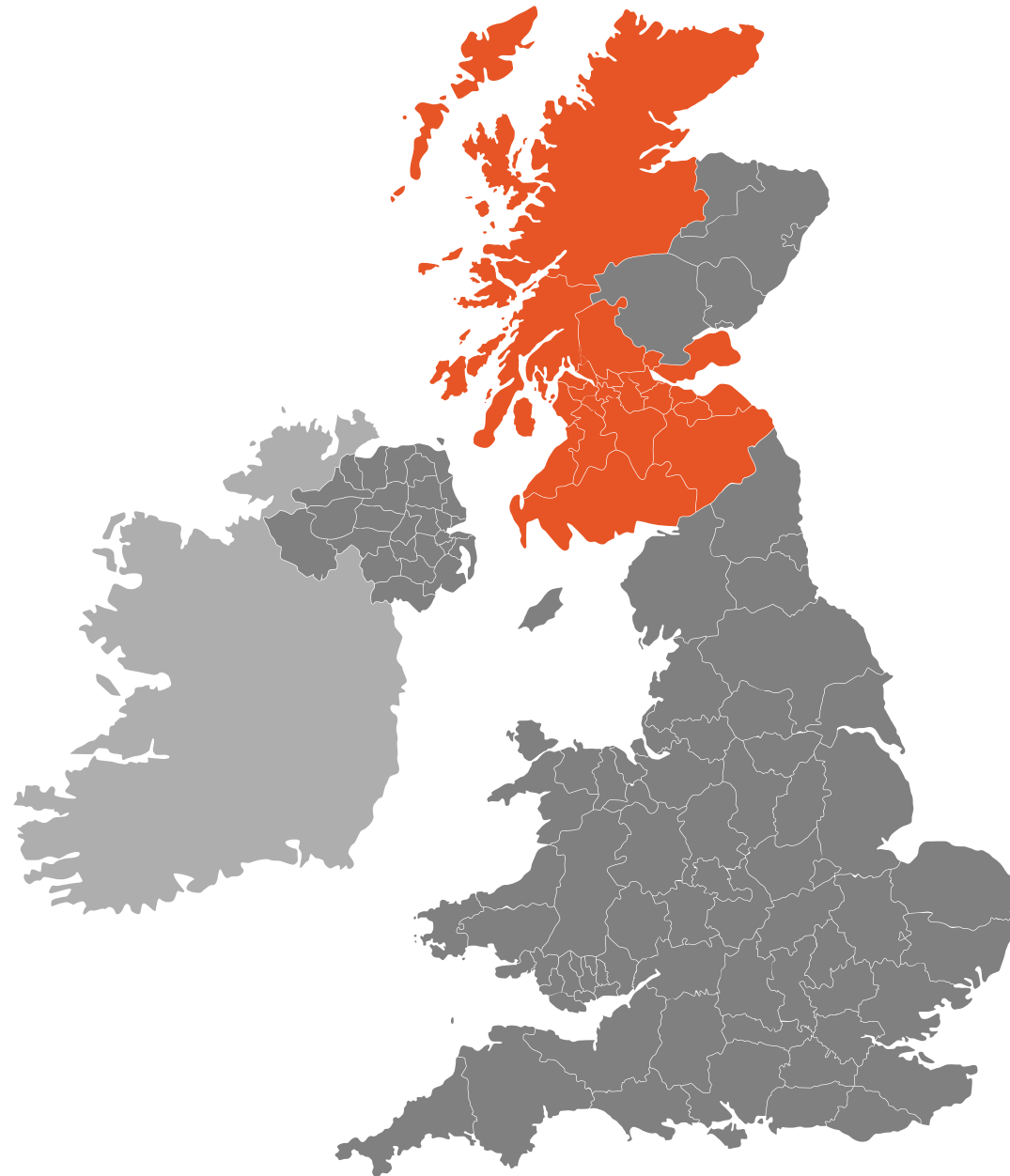


Jim McArthur (Past President)
 Weir & McQuiston (Scotland) Ltd
 Isabel Smith (Chairwoman) - Edmundson Electrical Ltd
 Ken McQuaker - Ross Electrical
 Barry McNally - Schneider Electric Ltd
 John O'Neil - Edmundson Electrical Ltd
 Ronnie Stevenson - Edmundson Electrical Ltd
 Gerry Young - Schneider Electric Ltd

Edinburgh Regional Committee



Scott Cuncliffe - Mechanical & Electrical Fixings
 Alistair Maltman - Tofco CPP Ltd
 David Deehan - Zumtobel
 Derick Ramsay - Thorn Lighting
 Darren Coppola - Scott Coppola Electrical Distributors
 Billy Ferries - Edmundson Electrical Ltd



£107,715 Income

£50,562 Expenditure Region

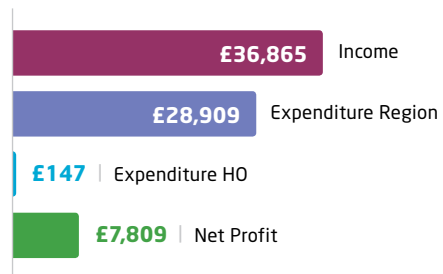
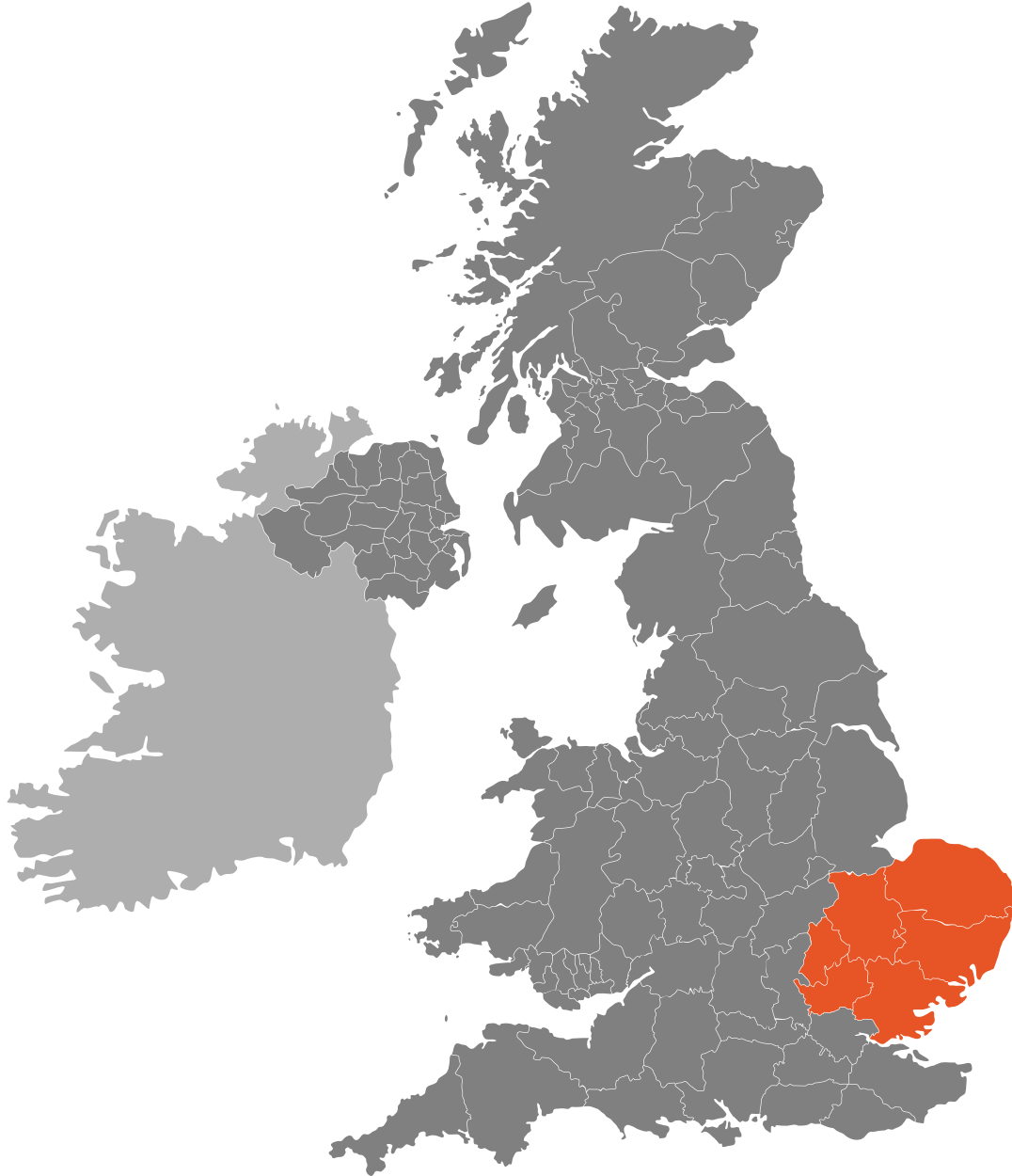
£16,866 Expenditure HO

£40,288 Net Profit

Eastern Regional Committee



Rafe Bateson (Chairman) - W T Parker Group Ltd
 Andy Mosedale - Redring Xpelair Group Ltd
 Paul Turner - Edmundson Electrical Ltd
 Andie Morris - Dimplex
 Chris Gaff - Hagemeyer
 Dave Cowan - Schneider Electric Ltd
 Jon Chamberlain - GW Energy
 Mike McHale - Edmundson Electrical Ltd
 Nick Sinclair - Thorn Lighting



Gloucester Regional Committee



- Steve Vaslet (President) - EDF Energy
- Angela Wuche (PA to Steve Vaslet) - EDF Energy
- Eugene Camper (Chairman) - Retired
- David Chalk (Secretary)
- Derek Ellson (Treasurer)
- Roy Christie (Vice Chairman) - Magnox Sites
- Judith Taylor (Ball Administration) - Magnox Sites
- Tony Mills (Golf Chairman) - EDF Energy
- David Miller (Treasurer) - EDF Energy

